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N'AMAFARANGA YISHYURWA
KUGIRA NGO IKIGO
CY'UBUKERARUGENDO
CYEMERERWE GUKORA

MINISTERIAL ORDER N°25 OF
14/09/2016 DETERMINING
REQUIREMENTS AND FEES FOR
TOURISM ENTITY TO BE GRANTED
OPERATING LICENSE

ARRETE MINISTERIEL N°25 DU
14/09/2016 DETERMINANT LES
CONDITIONS REQUISES ET LES FRAIS
POUR L'OCTROI DE LA LICENCE
D'EXPLOITATION A UNE ENTITE DE
TOURISME

ISHAKIRO

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ITEKA RYA MINISITIRI N° 25 RYO KU WA 14/09/2016 RIGENA IBISABWA N'AMAFARANGA YISHYURWA KUGIRA NGO IKIGO CY'UBUKERARUGENDO CYEMERERWE GUKORA

MINISTERIAL ORDER N°25 OF 14/09/2016 DETERMINING REQUIREMENTS AND FEES FOR TOURISM ENTITY TO BE GRANTED OPERATING LICENSE

ARRETE MINISTERIEL N°25 DU 14/09/2016 DETERMINANT LES CONDITIONS REQUISES ET LES FRAIS POUR L'OCTROI DE LA LICENCE D'EXPLOITATION A UNE ENTITE DE TOURISME

Minisitiri w'Ubucuruzi n'Inganda;

The Minister of Trade and Industry;

Le Ministre du Commerce et de l'Industrie;

Ashingiye ku Itegeko Nshinga rya Repubulika y'u Rwanda ryo mu 2003 ryavuguruwe muri 2015, cyane cyane mu ngingo zaryo, iya 121, iya 122 n'ya 176;

Pursuant to the Constitution of the Republic of Rwanda of 2003 revised in 2015, especially in Articles 121, 122 and 176;

Vu la Constitution de la République du Rwanda de 2003 révisée en 2015 spécialement en ses articles 121, 122 et 176;

Ashingiye ku Itegeko n° 12 ter/2014 ryo ku wa 19/05/2014 rigena imitunganyirize y'Ubukerarugendo mu Rwanda, cyane cyane mu ngingo yaryo ya 5 n'ya 9;

Pursuant to Law n° 12 ter/2014 of 19/05/2014 regulating the Tourism Industry in Rwanda, especially in Articles 5 and 9;

Vu la Loi n° 12 ter/2014 du 19/05/2014 portant réglementation de l'Industrie du Tourisme au Rwanda, spécialement en ses Articles 5 et 9;

Inama y'Abaminisitiri yateranye ku wa 10/08/2016 imaze kubisuzuma no kubyemeza;

After consideration and approval by the Cabinet, in its session of 10/08/2016;

Après examen et adoption par le Conseil des Ministres, en sa séance du 10/08/2016;

ATEGETSE

HEREBY ORDERS:

ARRETE:

Ingingo ya mbere: Icyo iri teka rigamije

Article One: Purpose of this Order

Article premier: Objet du présent arrêté

Iri teka rigena ibi bikurikira:

This Order determines the following:

Le présent arrêté détermine ce qui suit:

1° ibisabwa kugira ngo ikigo cy'ubukerarugendo gihabwe icyemezo cyo gukora;

1° requirements for a tourism entity to be granted an operating license;

1° les conditions requises pour l'octroi de la licence d'exploitation à une entité de tourisme;

2° amafaranga yishyurwa ku cyemezo cyo gukora cyangwa gusaba kugihinduzwa.

2° fees paid for operating license or for its modification.

2° les frais à payer pour licence d'exploitation ou sa modification.

Ingingo ya 2: Ibisabwa kugira ngo ikigo cy'ubukerarugendo gihabwe icyemezo cyo gukora

Kugira ngo ikigo cy'ubukerarugendo gihabwe uruhushya rwo gukora, kigomba gukorerwa ubugenzuzi no kuzuza ibisabwa biri ku mugereka w'iri teka.

Mu rwego rwo kugaragaza uburyo cyubahiriza ibiteganywa n'iri teka, ikigo cy'ubucyerarugendo cyemerewe gukora kigomba gutanga raporo ku rwego rwa Leta rufite ubukerarugendo mu nshingano zarwo ku buryo bukurikira :

- 1° raporo ya mbere itangwa mu gihe cy'insi mironko itatu (30) ikurikira imyaka ibiri (2) gihawe icyemezo cyo gukora ;
- 2° raporo zikurikiraho zitangwa buri myaka ibiri (2), ibarwa guhera ku minsi raporo iheruka yatangiweho.

Urwego rwa Leta rufite ubukerarugendo mu nshingano zarwo rushobora gutanga raporo shusho yifashishwa mu gutanga raporo.

Iyo ikigo cy'ubukerarugendo kidatanze raporo isabwa, Inama y'ubuyobozi y'Urwego rwa Leta rufite ubukerarugendo mu nshingano zarwo ishobora guhagarika by'agateganyo uruhushya rwo gukora, hashingiwe ku

Article 2: Requirements for a tourism entity to be granted an operating license

To be granted an operating license, a tourism entity must be inspected and fulfill requirements annexed to this Order.

Within the framework of evidencing its compliance with requirements of this Order, a licensed tourism entity must submit a status report to the Government organ in charge of tourism as follows:

- 1° the first report is submitted within thirty (30) days after expiration of the first two (2) years from the granting operating license;
- 2° other reports are submitted every two years (2) counted from the date of submission of last report.

The Government organ in charge of tourism may issue a report template for use in this regard.

Where a licensed tourism entity fails to submit a status report, the Board of the Government organ in charge of tourism may temporarily suspend the entity's operating license in accordance with the law regulating tourism

Article 2: Conditions requises pour l'octroi d'une licence d'exploitation à une entité de tourisme

Pour qu'une entité de tourisme puisse être octroyée une licence d'exploitation, elle doit faire objet d'inspection et remplir les conditions requises se trouvant en annexe du présent arrêté.

Dans le cadre d'attester sa conformité avec les exigences du présent arrêté, une entité de tourisme autorisée doit transmettre un rapport à l'organe de l'Etat ayant le tourisme dans ses attributions, de la manière suivante :

- 1° le premier rapport est transmis dans les trente (30) jours suivant l'expiration de deux premières (2) années de licence d'exploitation ;
- 2° les autres rapports sont transmis tous les deux ans (2) comptés à partir du jour du dépôt du dernier rapport.

L'organe de l'Etat ayant le tourisme dans ses attributions peut délivrer un modèle de rapport pour une utilisation à cet égard.

Lorsqu'une entité de tourisme autorisée ne transmet pas un rapport sur l'état de lieux, le Conseil d'administration de l'organe de l'Etat ayant le tourisme dans ses attributions, peut suspendre temporairement la licence d'exploitation de l'entité conformément à la loi

biteganywa n'Itegeko rigena imitunganyirize y'ubukerarugendo mu Rwanda, kugeza igihe ikigo cyubahirije ibisabwa.

industry in Rwanda, until the entity fulfills the conditions of this article.

portant réglementation de l'industrie du tourisme au Rwanda, jusqu'à ce que l'entité de tourisme remplisse les conditions du présent article.

Ingingo ya 3: Amafaranga yishyurwa ku cyemezo cyo gukora

Article 3: Fees paid for the operating license

Article 3: Frais de licence d'exploitation

Ikigo cy'ubukerarugendo gishaka icyemezo cyo gukora cyangwa kugihindura kigomba kwishyura amafaranga ahwanye n'amafaranga y'u Rwanda ibihumbi mirongo inani (80.000 Frw);

A tourism entity seeking an operating license or to apply for its modification must pay fees equivalent to eighty thousand Rwandan francs (80,000 Frw);

Une entité de tourisme qui désire obtenir une licence d'exploitation ou la modifier doit payer les frais de licence d'un montant équivalent à quatre-vingt mille francs Rwandais (80.000 Frw);

Uburyo kwishyura amafaranga avugwa mu gika cya mbere cy'iyi ngingo bikorwamo buteganywa n'urwego rwa Leta rufite ubukerarugendo mu nshingano zarwo.

The mode of payment of fees mentioned in Paragraphs One of this Article is determined by the Government organ in charge of tourism.

Le mode de paiement des frais mentionnés à l'alinéa premier du présent article est déterminé par l'organe de l'Etat ayant le tourisme dans ses attributions.

Ingingo ya 4: Ivanwaho ry'ingingo zinyuranyije n'iri teka

Article 4: Repealing provision

Article 4: Disposition abrogatoire

Ingingo zose z'amateka abanziriza iri kandi zinyuranyije na ryo zivanyweho.

All prior provisions contrary to this Order are repealed.

Toutes les dispositions antérieures contraires au présent arrêté sont abrogées.

Ingingo ya 5: Igihe iri iteka ritangira gukurikizwa

Article 5: Commencement

Article 5: Entrée en vigueur

Iri teka ritangira gukurikizwa ku munsu ritangarijweho mu Igazeti ya Leta ya Repubulika y'u Rwanda.

This Order comes into force on the date of its publication in the Official Gazette of the Republic of Rwanda.

Le présent arrêté entre en vigueur le jour de sa publication au Journal officiel de la République du Rwanda.

Kigali, ku wa **14/09/2016**

Kigali, on **14/09/2016**

Kigali, le **14/09/2016**

(sé)

KANIMBA Francois

Minisitiri w'Ubucuruzi n'Inganda

**Bibonywe kandi bishyizweho Ikirango cya
Repubulika:**

(sé)

BUSINGYE Johnston

Minisitiri w'Ubutabera/Intumwa Nkuru ya
Leta

(sé)

KANIMBA François

Minister of Trade and Industry

**Seen and sealed with the Seal of the
Republic:**

(sé)

BUSINGYE Johnston

Minister of Justice/Attorney General

(sé)

KANIMBA François

Ministre du Commerce et de l'Industrie

Vu et scellé du Sceau de la République:

(sé)

BUSINGYE Johnston

Le Ministre de la Justice/Garde des Sceaux

**UMUGEREKA W'ITEKA RYA
MINISITIRI N°25 RYO KU WA14/09/2016
RIGENA IBISABWA N'AMAFARANGA
YISHYURWA KUGIRA NGO IKIGO
CY'UBUKERARUGENDO
CYEMERERWE GUKORA**

**ANNEX TO THE MINISTERIAL ORDER
N°25 OF 14/09/2016 DETERMINING
REQUIREMENTS AND FEES FOR
TOURISM ENTITY TO BE GRANTED
OPERATING LICENSE**

**ANNEXE DE L'ARRETE MINISTERIEL
N°25 DU 14/09/2016 DETERMINANT
LES CONDITIONS REQUISES ET LES
FRAIS POUR L'OCTROI DE LA
LICENCE D'EXPLOITATION A UNE
ENTITE DE TOURISME**

**IBISABWA KUGIRA IKIGO
CY'UBUKERARUGENDO
CYEMERERWE GUKORA**

**REQUIREMENTS FOR TOURISM
ENTITY TO BE GRANTED APERATING
LICENSE**

**EXIGENCES DE LA LICENCE
D'EXPLOITATION DE L'ENTITE DE
TOURISME**

I. IKIGO GICUMBIKIRA ABANTU

**A. Nyiri hoteli yo mu
muji/baruhukiramo, moteli, inzu
nini za kizungu, inzu z'ibiruhuko,
n'inyubako ikodeshwa irimo
ibikoreshe agomba kuba afite :**

- 1° uruhushya rwo gukora;
- 2° icyemezo cyo gucuruza cyemewe;
- 3° imiyoboro y'amazi;
- 4° ibyapa biranga ibyumba;
- 5° ububiko butekanye;
- 6° aho bakarabira intoki;

I. ACCOMODATION ENTITY

**A. The owner of a town/vacation hotel,
a motel, a villa, a cottage and a
serviced apartment must have:**

- 1° occupational permit;
- 2° valid trading license;
- 3° drainage system;
- 4° room designation;
- 5° safe deposit;
- 6° hand wash basin;

I. ENTITE D'HEBERGEMENT

**A. Le propriétaire d'un hôtel de
ville/vacance, motel, villa, chalet et
l'appartement doit avoir:**

- 1° le permis de travail;
- 2° le permis d'exploitation valide;
- 3° le système de drainage;
- 4° la désignation des chambres;
- 5° le coffre-fort;
- 6° le lavabo;

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7° ubwiherero;	7° wash rooms;	7° les sanitaires;
8° uburyo bwo gukuraho imyanda;	8° waste/refuse disposal;	8° l'élimination des déchets/ordures;
9° uburyo bwo kuyobora no gutunganya amazi yanduye;	9° sewage disposal and treatment;	9° l'évacuation et traitement des eaux usées;
10° amasezerano yo kurwanya udukoko;	10° vermin proofing contract;	10° le contrat de lutte contre la vermine;
11° uburyo bwo gukwirakwiza amazi;	11° water supply systems;	11° des systèmes d'approvisionnement en eau;
12° uburyo bw'itumanaho;	12° communication systems;	12° des systèmes de communication;
13° uburyo bwo kurinda umutekano;	13° security systems;	13° des systèmes de sécurité;
14° ibikoresho byo kurwanya inkongi z'umuriro;	14° fire safety equipment;	14° l'équipement de sécurité incendie;
15° icyemezo cy'umutekano w'amashanyarazi;	15° electrical safety certificate;	15° le certificat de sécurité électrique;
16° ibikoresho cy'ubutabazi bw'ibanze;	16° first aid boxes;	16° des troussees de secours;
17° ubumenyi/uburambe bw'abayobozi;	17° proof of qualification/experience of management staff;	17° la qualification/expérience du personnel de gestion;
18° ubumenyi/uburambe bw'abayobozi b'amashami ya serivisi;	18° proof qualification/experience of departmental heads;	18° qualification/expérience des chefs de départements;
19° icyemezo cy'ibizamini byo kwa muganga;	19° health/medical examination certificate;	19° le certificat d'examen médical/de santé;

20° ubwishingizi n'uburyozwe;	bw'umutungo	20° property and liability insurance;	20° l'assurance des biens et responsabilité;
21° interineti ikora hakurikijwe agenderwaho;	neza cyane amabwiriza	21° strong internet connectivity as per available guidelines;	21° une forte connectivité à l'internet selon les lignes directrices disponibles;
22° icyemezo cy'umunyamuryango w'ishyirahamwe ry'abacumbikira abantu ryemewe n'amategeko;		22° membership of the recognized accommodation association;	22° appartenance à une association d'hébergement reconnue;
23° uburyo bwo kurinda abana ihohoterwa.		23° a system for protecting child abuse.	23° le système de protection contre le mauvais traitement des enfants.
B. Nyir'icumbi baruhukiramo irimo agomba kuba afite:	n'inkambi amahema	B. The owner of a lodge and a tented camp must have :	B. Le propriétaire d'un lodge et le camping en tente doit avoir:
1° uruhushya rwo gukora;		1° an occupational Permit;	1° le permis de travail;
2° raporo yemewe y'isuzuma ry'ingaruka ku bidukikije;		2° a valid environment impact assessment report/audits;	2° le rapport d'évaluation de l'impact sur l'environnement/audits;
3° icyemezo cyo gucuruza cyemewe;		3° a valid trading license;	3° le permis d'exploitation valide;
4° imiyoboro y'amazi;		4° a drainage system;	4° le système de drainage;
5° ibyapa biranga ibyumba;		5° room designation;	5° la désignation des chambres;
6° ububiko butekanye;		6° safe deposit;	6° le coffre-fort;
7° aho bakarabira intoki;		7° hand wash basin;	7° le lavabo;
8° ubwiherero;		8° wash rooms;	8° les sanitaires;
9° uburyo bwo gukuraho imyanda;		9° waste/refuse disposal;	9° l'élimination des déchets/ordures;

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10° uburyo bwo kuyobora no gutunganya amazi yanduye;	10° sewage disposal and treatment;	10° l'évacuation et traitement des eaux usées;
11° amasezerano yo kurwanya udukoko;	11° vermin proofing contract;	11° le contrat de lutte contre la vermine;
12° uburyo bwo gukwirakwiza amazi;	12° water supply systems;	12° des systèmes d'approvisionnement en eau;
13° uburyo bw'itumanaho;	13° communication Systems	13° des systèmes de communication;
14° ibikoresho byo kurwanya inkongi z'umuriro;	14° fire safety equipment;	14° un équipement de sécurité incendie;
15° icyemezo cy'umutekano w'amashanyarazi;	15° electrical safety certificate;	15° le certificat de sécurité électrique;
16° ibikoresho cy'ubutabazi bw'ibanze;	16° first aid boxes;	16° des troussees de secours;
17° Inyandiko zigaragaza ubumenyi/uburambe bw'abayobozi;	17° documented qualification /experience of management staff;	17° qualification/expérience documentée du personnel de gestion;
18° inyandiko zigaragaza ubumenyi/uburambe bw'abayobozi b'amashami ya serivisi;	18° documented qualification/ experience of departmental heads;	18° qualification/expérience des chefs de départements;
19° icyemezo cya muganga;	19° health certificate;	19° certificat médical ;
20° igishushanyo cyerekana uburyo bwo gusohoka mu gihe cy'impanuka;	20° emergency evacuation plan;	20° le plan d'évacuation d'urgence;
21° ubwishingizi bw'icumbi ry'igihe gito/inkambi baruhukiramo;	21° lodge/camp and liability insurance;	21° l'assurance lodge/camping et responsabilité civile;
22° icumbi ry'abashoferi;	22° drivers' accommodation;	22° l'hébergement des chauffeurs;

23° icumbi ry'abakozi;	23° staff accommodation;	23° l'hébergement du personnel;
24° interineti ikora neza cyane hakurikijwe amabwiriza agenderwaho;	24° strong internet connectivity as per available guidelines;	24° une forte connectivité à l'internet selon les lignes directrices disponibles;
25° icyemezo cy'umunyamuryango w'Ishyirahamwe ry'abacumbikira abantu ryemewe n'amategeko;	25° membership of the recognized accommodation association;	25° appartenance à une association d'hébergement reconnue;
26° uburyo bwo kurinda abana ihohoterwa.	26° System for protecting child abuse.	26° le système de protection contre le mauvais traitement des enfants.
II. AMARESITORA, UTUBARI N'UTUBYINIRO	II. RESTAURANTS, BARS AND NIGHT CLUBS	II. RESTAURANTS, BARS BOITES DE NUIT
Nyiri resitora, akabari n'akabyiniro agomba kugira:	The owner of a restaurant, a bar and a night club must have:	Le propriétaire d'un restaurant, un bar et une boîte de nuit doit avoir:
1° uruhushya rwo gukora;	1° an occupational permit;	1° le permis de travail;
2° icyemezo byo gucuruza cyemewe;	2° a valid trading license;	2° le permis d'exploitation valide;
3° urutonde rw'ibifungurwa n'ibiciro byabyo;	3° a menu;	3° le menu;
4° aho bakarabira intoki;	4° hand wash basins;	4° des lavabos;
5° ubwiherero bw'abashyitsi;	5° visitor wash rooms;	5° des toilettes pour visiteurs;
6° imiyoboro y'amazi;	6° a drainage system;	6° le système de drainage;
7° uburyo bwo gukuraho imyanda;	7° waste/refuse disposal;	7° l'élimination des déchets/ordures;
8° uburyo bwo kuyobora no gutunganya amazi yanduye;	8° sewage disposal and treatment system;	8° l'évacuation et traitement des eaux usées;

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9° amasezerano yo kurwanya udukoko;	9° a vermin proofing contract;	9° le contrat de lutte contre la vermine;
10° uburyo bwo gukwirakwiza amazi;	10° water supply;	10° l'adduction d'eau;
11° uburyo bwo kurinda abana ihohoterwa;	11° system for protecting child abuse;	11° le système de protection contre le mauvais traitement des enfants;
12° uburyo bw'itumanaho;	12° communication systems;	12° des systèmes de communication;
13° ibikoresho byo kurwanya inkongi z'umuriro;	13° fire safety equipment;	13° un équipement de sécurité anti-incendie;
14° icyemezo cy'umutekano w'amashanyarazi;	14° electrical safety certificate;	14° le certificat de sécurité électrique;
15° ibikoresho cy'ubutabazi bw'ibanze;	15° first aid boxes;	15° des troussees de secours;
16° inyandiko zigaragaza ubumenyi/uburambe bw'abayobozi n'abakozi;	16° documented qualification/experience of management and staff;	16° la qualification/expérience documentée du personnel de gestion;
17° ubumenyi/uburambe bw'abayobozi b'amashami ya serivisi;	17° qualification/experience of departmental heads;	17° la qualification/expérience des chefs de départements;
18° icyemezo cya muganga;	18° health certificate;	18° le certificat médical;
19° ubwishingizi bw'uburyozwe bwa resitora;	19° restaurant liability insurance;	19° l'assurance responsabilité civile du restaurant;
20° interineti ikora neza cyane hakurikijwe amabwiriza agenderwaho;	20° strong internet connectivity as per available guidelines;	20° la forte connectivité à l'internet selon les lignes directrices disponibles;

21° icyemezo cy'umunyamuryango w'Ishyirahamwe ry'amahoteri ryemewe.

21° certificate of membership of the recognized hospitality association.

21° l'attestation d'appartenance à une Association hôtelière reconnue

III. ABAYOBORA ABAGENZI

III. TOUR GUIDES

III. GUIDES TOURISTIQUES

Uyobora abagenzi agomba kuba:

A tour guide must have

Un guide touristique doit avoir:

- 1° afite icyangombwa kiranga uyobora abagenzi;
- 2° afite ubumenyi cyangwa nibura imyaka ibiri (2) y'uburambe mu Bukerarugendo n'Amahoteri;
- 3° azi neza Ikinyarwanda, Icyongereza, Igifaransa n'Igiswayire;
- 4° afite icyemezo cy'imyitwarire myiza gitangwa na Polisi;
- 5° icyemezo cya muganga.

- 1° a tour guide identification document;
- 2° qualifications or at least two (2) years of experience in tourism and hospitality;
- 3° fluent in either kinyarwanda, english, french and kiswahili;
- 4° a police clearance of good conduct certificate;
- 5° health certificate.

- 1° un document d'identification des guides touristiques;
- 2° la qualification ou au moins deux (2) ans d'expérience en Tourisme et Hôtellerie;
- 3° la maîtrise du Kinyarwanda, de l'Anglais, du Français et du Swahili;
- 4° le certificat de bonne conduite;
- 5° le certificat médical.

IV. ABACUNGA INGENDO N'ABATWARA ABAGENZI

IV. TOUR OPERATORS AND TRAVEL AGENTS

IV. TOUR-OPERATEURS ET AGENCES DE VOYAGE

A. Ucuga ingendo agomba kugira:

A. A tour operators must have:

A. un tour-opérateur doit avoir:

- 1° icyemezo cyo gucuruza cyemewe;
- 2° uburyo bw'itumanaho;
- 3° ibiro bizwi mu rwego rw'amategeko;
- 4° urubuga rwa interineti;

- 1° valid trade license;
- 2° communication systems;
- 3° registered office premises;
- 4° website;

- 1° un permis d'exploitation valide;
- 2° des systèmes de communication;
- 3° un siège social enregistré;
- 4° un site web;

5° ibikoresho bw'ibanze;	cy'ubutabazi	5° first aid boxes;	5° des trousse de secours;
6° inyandiko ubumenyi/uburambe bw'abakozi;	zigaragaza	6° documented qualification/ experience of staff;	6° une qualification / expérience du personnel documentée;
7° ubumenyi mu n'amahoteri;	cy'ubukerarugendo	7° qualification or knowledge in tourism and hospitality;	7° la qualification ou connaissance en tourisme et hôtellerie;
8° abayobora abagenzi bafite impushya zo gutwara ibinyabiziga bitwara abagenzi		8° tour guides with drivers license for public transport	8° des guides touristiques ayant des permis de conduire pour le transport public;
9° imodoka y'ijipe nzima ifite ibyangombwa;		9° licensed and road-worthy four (4) wheel vehicle;	9° un véhicule à quatre (4) roues sous licence en bon état de marche;
10° icyemezo cy'umunyamuryango w'ishyirahamwe ry'abacunga ingendo.		10° membership of tour operators association;	10° un certificat d'appartenance à une association des tour-opérateurs.
11° icyemezo cy'uko yiyandikishije mu butabazi bwihutirwa bwo guhungisha abantu burimo ubukoresha indege.		11° valid subscription to an emergency evacuation scheme involving, among others helicopter rescue and evacuation.	11° un abonnement valide à un régime d'évacuation d'urgence impliquant, entre autres, de sauvetage et d'évacuation par hélicoptère.
B. utwara abagenzi agomba kuba afite:		B. A travel agent must have:	B. Un agent de voyage doit avoir :
1° icyemezo cyo gucuruza cyemewe		1° a valid trade license;	1° le permis d'exploitation valide;
2° uburyo bw'itumanaho		2° a communication systems;	2° des systèmes de communication;
3° ibiro bizwi mu rwego rw'amategeko		3° registered office premises;	3° un siège social enregistré;
4° urubuga rwa interineti;		4° website;	4° un site web;

- 5° inyandiko zigaragaza ubumenyi/uburambe bw'abayobozi n'abakozi;
- 6° icyemezo cy'umunyamuryango w'Ishyirahamwe ry'abatwara abagenzi.

- 5° documented qualification/ experience of management and staff;
- 6° a certificate of membership of travel agents association.

- 5° la qualification/expérience documentée du personnel de gestion;
- 6° un certificat d'appartenance à une Association des agents de voyage.

V. IBIRO/IKIGO GITANGA AMAKURU KU BUKERARUGENDO:

V. TOURISM INFORMATION OFFICE / CENTRE

V. UN BUREAU/CENTRE D'INFORMATION TOURISTIQUE

Ibiro/ikigo gitanga amakuru ku bukerarugendo bigomba kugira:

A Tourism Information Office/ Centre must have:

Un Bureau/Centre d'information sur le tourisme

- 1° icyemezo cyo gucuruza cyemewe;
- 2° uburyo bw'itumanaho;
- 3° ibiro bizwi mu rwego rw'amategeko
- 4° urubuga rwa interineti;
- 5° inyandiko zigaragaza ubumenyi/uburambe bw'abayobozi n'abakozi;
- 6° icyemezo cy'umunyamuryango w'ishyirahamwe ry'abatwara abagenzi
- 7° amakuru ya ngombwa ajyanye n'ubukerarugendo harimo ibintu bireshya ba mukerarugendo, amacumbi, abacunga ingendo.

- 1° a valid trade license;
- 2° a communication systems;
- 3° registered premises;
- 4° a website;
- 5° documented qualification/ experience of management and staff;
- 6° a certificate of membership of tourism information association if any;
- 7° relevant set of tourism information available including material about tourism attractions, accommodation entity, tour operators.

- 1° un permis d'exploitation valide;
- 2° des systèmes de communication;
- 3° un siège social enregistré;
- 4° un site web ;
- 5° qualification/expérience documentée du personnel de gestion;
- 6° une attestation d'appartenance à une association d'informations touristiques, le cas échéant;
- 7° un jeu pertinent d'informations touristiques disponibles qui comprenant le matériel sur les attractions touristiques, les entités d'hébergement, les tour-opérateurs.;

Bibonywe kugira ngo bishyirwe ku mugereka w'Iteka rya Minisitiri n°25 ryo ku wa 14/09/2016 rigena ibisabwa n'amafaranga yishyurwa kugira ngo ikigo cy'ubukerarugendo cyemererwe gukora

Kigali, ku wa **14/09/2016**

(sé)

KANIMBA François

Minisitiri w'Ubucuruzi n'Inganda

Bibonywe kandi bishyizweho Ikirango cya Repubulika y'u Rwanda:

(sé)

BUSINGYE Johnston

Minisitiri w'Ubutabera/Intumwa Nkuru ya Leta

Seen to be annexed to Ministerial Order n°25 of 14/09/2016 determining requirements and fees for tourism entity to be granted operating license

Kigali, on **14/09/2016**

(sé)

KANIMBA François

Minister of Trade and Industry

Seen and sealed with the Seal of the Republic:

(sé)

BUSINGYE Johnston

Minister of Justice/Attorney General

Vu pour être annexé à l'Arrêté Ministériel n°25 du 14/09/2016 déterminant les conditions requises et les frais pour l'octroi de la licence d'exploitation à une entité de tourisme

Kigali, le **14/09/2016**

(sé)

KANIMBA François

Ministre du Commerce et de l'Industrie

Vu et scellé du Sceau de la République:

(sé)

BUSINGYE Johnston

Ministre de la Justice/Garde des Sceaux

**ITEKA RYA MINISITIRI N°26 RYO KU
WA 14/09/2016 RIGENA IBIPIMO
NGENDERWAHO MU GUSHYIRA MU
BYICIRO IBIGO
BY'UBUKERARUGENDO**

**MINISTERIAL ORDER N°26 OF 14/09/2016
DETERMINING THE STANDARDS FOR
THE GRADING OF TOURISM ENTITIES**

**ARRETE MINISTERIEL N°26 DU
14/09/2016 DETERMINANT LES NORMES
DE CLASSIFICATION DES ENTITES DE
TOURISME**

ISHAKIRO

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ITEKA RYA MINISITIRI N° 26 RYO KU WA 14/09/2016 RIGENA IBIPIMO NGENDERWAHO MU GUSHYIRA MU BYICIRO IBIGO BY'UBUKERARUGENDO

MINISTERIAL ORDER N° 26 OF 14/09/2016 DETERMINING THE STANDARDS FOR THE GRADING OF TOURISM ENTITIES

ARRETE MINISTERIEL N°26 DU 14/09/2016 DETERMINANT LES NORMES DE CLASSIFICATION DES ENTITES DE TOURISME

Minisitiri w'Ubucuruzi n'Inganda;

The Minister of Trade and Industry;

Le Ministre du Commerce et de l'Industrie;

Ashingiye ku Itegeko Nshinga rya Repubulika y'u Rwanda ryo mu 2003 ryavugururwemo 2015, cyane cyane mu ngingo zayo, iya 120, iya 121 n'ya 176;

Pursuant to the Constitution of the Republic of Rwanda of 2003 revised in 2015, especially in Articles 120, 121 and 176;

Vu la Constitution de la République du Rwanda de 2003 révisée en 2015, spécialement en ses articles 120, 121 et 176;

Ashingiye ku Itegeko n°12ter/2014 ryo ku wa 19/05/2014 rigena imitunganyirize y'ubukerarugendo mu Rwanda, cyane cyane mu ngingo yayo ya 14;

Pursuant to Law n°12ter/2014 of 19/05/2014 regulating the tourism industry in Rwanda, especially in Article 14;

Vu la Loi n° 12ter/2014 du 19/05/2014 portant réglementation de l'Industrie du tourisme au Rwanda spécialement en son article 14;

Inama y'Abaminisitiri yateranye ku wa 10/08/2016 imaze kubisuzuma no ku byemeza;

After consideration and approval by the Cabinet, in its session of 10/08/2016;

Après examen et adoption par le Conseil des Ministres en sa séance du 10/08/2016;

ATEGETSE:

HEREBY ORDERS:

ARRETE:

Ingingo ya mbere: Icyo iri teka rigamije

Article One: Purpose of this Order

Article premier: Objet du présent arrêté

Iri teka rigena ibipimo ngenderwaho mu gushyira mu byiciro ibigo by'ubukerarugendo.

This Order determines the standards for the grading tourism entities.

Le présent arrêté détermine les normes de classification des entités de tourisme.

Ingingo ya 2: Ibisobanuro by'amagambo

Article 2: Definitions of terms

Article 2: Définitions des termes

Muri iri teka, amagambo akurikira afite ibisobanuro bikurikira:

For the purpose of this Order, the following terms are defined as follows:

Au sens du présent arrêté, les termes suivants ont les significations suivantes:

- | | | |
|---|--|--|
| 1° Urwego: urwego rwa Leta rufite mu nshingano zarwo ubukerarugendo; | 1° Board: Government organ in charge of tourism; | 1° Office: organe de l'Etat ayant le tourisme dans ses attributions ; |
| 2° inkambi: ibigo by'ubucuruzi bitanga serivisi z'amacumbi yubatse mu ihema, rishobora no kwimukanwa rigashingwa ahandi nko ku nkengero z'ibiyaga n'imigezi, muri parike cyangwa ahandi hagenewe guhiga cyangwa mu mashyamba; | 2° camp: accommodation establishment comprising mainly of semi-permanent or mobile tented accommodation facilities usually located close to or within a popular areas such as beaches, rivers, lakes, national parks, game reserves or forests; | 2° camp: un établissement d'hébergement, essentiellement fait en logement sous tente semi- permanente ou mobile, généralement aménagé à proximité ou à l'intérieur des zones fréquentées telles que plages, rivières, lacs, parcs nationaux, réserves de chasse ou forêts; |
| 3° inzu y'ibiruhuko: ikigo kirangwa n'ibice bikodeshwa mu biruhuko, hashobora kuboneka ibikoresho bifasha abantu kwitegurira amafunguro cyangwa ntabihari. Habarirwamo n'amazu yo kubamo akoreshwa na banyirayo, inshuti cyangwa abavandimwe mu gihe cy'ibiruhuko; | 3° cottage: an establishment, characterized by a cluster of units for holiday accommodation with or without self-catering facilities. This includes residential premises used for holiday making by owners, friends or relatives; | 3° chalet: un établissement caractérisé par un groupe d'unités qui peuvent être allouées pour l'hébergement de vacances avec ou sans prestations de services de restauration. Ceci comprend des emplacements résidentiels pour les vacances des propriétaires, des amis ou des membres de la famille; |
| 4° icumbi ry'igihe gito: ikigo gicumbikira abantu gihereye ahantu hagaragara inyamaswa n'ibimera cyangwa iruhande rwaho, abenshi mu bakiriya bahagenda akaba ari ababa bagamije kwishimisha; | 4° lodge: an accommodation establishment located within or near natural habitat rich in fauna and flora, in which the majority of clients are leisure seekers; | 4° lodge: établissement de logement situé au sein de ou dans les environs d'une habitation riche en faune et flore, dont la plupart des clients sont en quête de la détente; |
| 5° moteri: ikigo gicumbikira abantu gihereye ku muhanda mugari cyangwa ku muhanda w'imodoka, ahanini usanga cyakira abantu bakora ingendo zo mu modoka; | 5° motel: an accommodation establishment, located along a highway or motor way, catering mainly for motorists; | 5° motel: un établissement d'hébergement, situé le long d'une autoroute ou d'une route, essentiellement offrant les services de restauration aux automobilistes; |
| 6° resitora: ikigo cy'ubucuruzi gitanga serivisi zitandukanye cyangwa zihariye zijyanye no guteka, aho amafunguro atangirwa ku isaha runaka yumvikanweho. Habarirwamo resitora zitanga ibinyobwa n'ibiryo | 6° restaurant: a commercial catering establishment offering an extensive range or specialized cuisine, where meals are served, usually on a flexible time arrangement. This | 6° restaurant: un établissement de restauration commerciale qui offre un vaste choix de cuisine ou cuisine spécialisée, où des repas sont servis, généralement à un horaire flexible. Ceci comprend des variations telles |

byoroheje, resitora banyweramo ikawa n'ibiryo byoroheje n'ahandi nk'aho.

includes such variations as coffee shop and similar outlets.

que les café-restaurant, et autres établissements similaires.

7° **ikigo cy'ubukerarugendo:** ikigo cy'ubucuruzi cy'ubukerarugendo harimo resitora, akabari, urubyiniro, icumbi, sosiyete itwara abantu, uyobora ba mukerarugendo, ibiro cyangwa ikigo gitanga amakuru yerekeye ubukerarugendo, ubukerarugendo bushingiye ku muco bwemewe n'Urwego rwa Leta rufite ingoro z'igihugu z'umurage mu nshingano zarwo n'ikindi kigo cyose cyagenwa n'Iteka rya Minisitiri ufite ubukerarugendo mu nshingano ze;

7° **tourism entity:** a tourism business enterprise which consists of a restaurant, bar, night club, accommodation establishment, tour operator, tour guide, tourism information office or centre, cultural tourism recognized by the Government organ in charge of National Museums and any other entity as may be determined by an Order of the Minister in charge of tourism;

7° **entité de tourisme:** entreprise commerciale de tourisme qui consiste en un restaurant, un bar, une boîte de nuit, un établissement d'hébergement, une agence de voyage, un guide touristique, un bureau ou un centre d'information sur le tourisme, le tourisme culturel reconnu par l'Organe de l'Etat ayant les Musées Nationaux dans ses attributions et toute autre entité déterminée par un arrêté du Ministre ayant le tourisme dans ses attributions;

8° **hoteri yo mu mujyi:** ikigo gicumbikira abantu giherereye mu mujyi rwagati cyangwa mu nkengero zawo, aho abenshi mu bakiriya bakigana aba ari abagenzwa n'ibikorwa by'ubucuruzi;

8° **town hotel:** an accommodation establishment located within or near an urban center, where the majority of clients are business travelers;

8° **hotel de ville:** un établissement d'hébergement situé à l'intérieur ou dans les environs d'un centre urbain, dont la plupart des clients sont les voyageurs d'affaires;

9° **hoteri baruhukiramo:** ikigo gicumbikira abantu giherereye mu gace kagendwa cyane n'abantu baje mu biruhuko cyangwa mu nkengero zako, aho usanga abenshi mu bakiriya aba ari abaje mu biruhuko.

9° **vacation hotel:** accommodation establishment located within or near a holiday attraction area and in which the majority of clients are holiday makers.

9° **hôtel de vacances:** un établissement d'hébergement situé à l'intérieur ou aux environs d'une région à vocation vacancière et dont la plupart des clients sont des vacanciers.

Ingingo ya 3: Ibipimo ngenderwaho mu gushyira mu byiciro ibigo by'ubukerarugendo

Buri myaka ibiri (2), Urwego rushyira mu byiciro ibigo by'ubukerarugendo rushingiye ku bipimo biri ku mugereka w'iri teka.

Article 3: Standards for the grading of tourism entities

Every two (2) years, the Board grades tourism entities on grounds standards annexed to this Order.

Article 3: Normes de classification des entités de tourisme

Tous les deux (2) ans, l'Office classe les entités de tourisme sur base des normes se trouvant en annexe du présent arrêté.

Ingingo ya 4: Ivanwaho ry'ingingo zinyuranyije n'iri teka

Ingingo zose z'amateka abanziriza iri kandi zinyuranyije na ryo zivanyweho.

Ingingo ya 5: Igihe iri teka ritangira gukurikizwa

Iri teka ritangira gukurikizwa ku muni ritangarijweho mu Igazeti ya Leta ya Repubulika y'u Rwanda.

Kigali, ku wa **14/09/2016**

(sé)

KANIMBA François
Minisitiri w'Ubucuruzi n'Inganda

Bibonwe kandi bishyizweho Ikirango cya Repubulika y'u Rwanda:

(sé)

BUSINGYE Johnston
Minisitiri w'Ubutabera/Intumwa Nkuru ya Leta

Article 4: Repealing provision

All prior provisions contrary to this Order are repealed.

Article 5: Commencement

This Order comes into force on the date of its publication in the Official Gazette of the Republic of Rwanda.

Kigali, on **14/09/2016**

(sé)

KANIMBA François
Minister of Trade and Industry

Seen and sealed with the Seal of the Republic:

(sé)

BUSINGYE Johnston
Minister of Justice/Attorney General

Article 4: Disposition abrogatoire

Toutes les dispositions antérieures contraires au présent arrêté sont abrogées.

Article 5: Entrée en vigueur

Le présent arrêté entre en vigueur le jour de sa publication au Journal Officiel de la République du Rwanda.

Kigali, le **14/09/2016**

(sé)

KANIMBA François
Ministre du Commerce et de l'Industrie

Vu et scellé par le Sceau de la République:

(sé)

BUSINGYE Johnston
Ministre de la Justice/Garde des Sceaux

UMUGEREKA W'ITEKA RYA
MINISITIRI N°26 RYO KU WA
14/09/2016 RIGENA IBIPIMO
NGENDERWAHO MU GUSHYIRA MU
BYICIRO IBIGO
BY'UBUKERARUGENDO

ANNEX TO THE MINISTERIAL ORDER
N° 26 OF 14/09/2016 DETERMINING THE
STANDARDS FOR THE GRADING OF
TOURISM ENTITIES

ANNEXE DE L'ARRETE MINISTERIEL
N°26 DU 14/09/2016 DETERMINANT LES
NORMES DE CLASSIFICATION DES
ENTITES DE TOURISME

IBIPIMO NGENDERWAHO MU
GUSHYIRA MU BYICIRO IBIGO
BY'UBUKERARUGENDO

STANDARDS FOR THE GRADING OF
TOURISM ENTITIES

NORMES DE CLASSIFICATION DES
ENTITES DE TOURISME

EAST AFRICAN COMMUNITY
CLASSIFICATION OF TOWN HOTELS
ASSESSMENT SHEET

PARTICULARS OF ESTABLISHMENT

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

DETAILS OF MANAGEMENT

OWNERSHIP.....

MANAGING DIRECTOR

GENERAL MANAGER

CONTACT PERSON

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
1.0	LOCATION			
1.1	Location <ul style="list-style-type: none"> Does the Hotel conform to the Development Plans for the area? (a) No (0) or (b) Yes (2) How would you rate the general safety of this location? (a) Reasonably safe (2) or (b) Very safe (4) Is the surrounding area attractive? (a) Attractive (1) or (b) Very attractive (2) Is the facility in harmony with the surrounding environment? (a) No harmony (0) or (b) Blends in well (3) How would you rate the serenity offered by this location? (a) Fair (1) or (b) Good (2) or (c) Very Good (3) Is the establishment located in an up-market area? (a) No (0) or (b) Yes (1) Is the facility easily accessible? (a) No (0) or (b) Yes (3) Does the Hotel have clear directional signage? (a) No (0) or (b) Yes (2) 	20		
	Maximum expected and actual score for the item	20		
1.2	Site and Environment <ul style="list-style-type: none"> Does the Hotel have an Environmental Impact Assessment Report and/or an Environmental Audit Report? (a) No (0) or (b) Yes (10) To what extent do the external architectural features of the Hotel incorporate environmental friendly practices? (a) Fair (3) or (b) Good (7) or (c) Very Good (10) 	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Does the Hotel construction blend in with the natural and/or existing built up area? <ul style="list-style-type: none"> (a) No harmony (0) or (b) Blends in well (1) Does the placement of windows take consideration of :- <ul style="list-style-type: none"> (a) Minimum lighting/ventilation requirements for habitable spaces (2) (b) Weather elements (2) (c) Offer aesthetic view (2) (d) Privacy (2) (e) Security (2) Does the Hotel participate in any local environmental improvement program? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Does the Hotel educate and sensitize its staff on environmental issues? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Does the Hotel educate or encourage guests on conservation measures through promotional materials? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Does the Hotel have in use water saving devices? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the Hotel have energy efficiency enhancing systems? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the Hotel use alternative means of conserving energy? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the Hotel practice supplies policies that incorporate social and environmental considerations? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 			
	Maximum expected and actual score for the item	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
2.0	BUILDING			
2.1	Autonomy of Building <ul style="list-style-type: none"> Is the Hotel building:- <ul style="list-style-type: none"> (a) Connected to other buildings? (10) or (b) Semi-autonomous? (20) or (c) Isolated or detached from other buildings? (40) Does the Hotel have entrance canopy designed to allow vehicles and protect guests from weather elements? <ul style="list-style-type: none"> (a) No canopy (0) or (b) Canopy available but inadequate (8) or (c) Canopy available and adequate (15) Is the entrance canopy proportional to the capacity of the Hotel? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does it have adequate sidewalks to accommodate large groups? <ul style="list-style-type: none"> (a) Inadequate (3) or (b) Adequate (10) Does the Hotel have separate entrances for guests, staff and deliveries of supply? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (20) 	90		
	Maximum expected and actual score for the item	90		
2.2	Design and Architectural Features <ul style="list-style-type: none"> Does the Hotel have approved building plans from the local authority? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Is the structure in conformity with the Approved Plan? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Does the building have a valid occupation certificate? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) How would you rate the quality of external and internal finishing materials? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) Does the Hotel building convey a theme in its features? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Does the Hotel building incorporate aesthetic features that are in harmony with the natural and social environment? <ul style="list-style-type: none"> (a) No harmony (0) or (b) Blends in well (10) Do the architectural features of the Hotel incorporate use of local heritage? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the state of repair and maintenance? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (7) How would you rate the state of cleanliness? <ul style="list-style-type: none"> (d) Neglected (0) or (e) Reasonable (5) or (f) Very clean (7) 			
	Maximum expected and actual score for the item	60		
2.3	Capacity <ul style="list-style-type: none"> Does the Hotel have at least ten lettable rooms? <ul style="list-style-type: none"> (a) Less than ten (0) or (b) Ten rooms and above (10) 	10		
	Maximum expected and actual score for the item	10		
2.4	Corridors, Staircases, Hallways and Walkways <ul style="list-style-type: none"> Are the facilities in conformity with the recommended sizes in the building code? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Is there provision for ramps/access systems for the physically challenged? <ul style="list-style-type: none"> (a) Non-existent (0) or (b) Fairly provided for (2) or (c) Well catered for (3) Do the corridors, staircases, hallways and walkways allow easy movement (i.e three persons abreast)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) Are the stair cases protected by handrails? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) 	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Is the gradient of the staircases and ramps in conformity with the building code? [(Staircase 550mm<2R+T<610):(Ramp 1 in 12 max.)] (a) No (0) or (b) Yes (3) Are the hallways/walkways well lit? (a) No (0) or (b) Yes (3) Are the walkways well protected from rain? (a) No (0) or (b) Yes (3) Are the hallways/walkways appropriately decorated? (a) Modest (1) or (b) Good (3) or (c) Very Good (5) What is the quality of finish? (a) Fair quality (1) or (b) Good quality (3) or (c) Very good quality (5) How would you rate the state of repair and maintenance? (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) How would you rate the state of cleanliness? (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) 			
	Maximum expected and actual score for the item	40		
3.0	FRONT OFFICE			
3.1	Reception Area	40		
	<ul style="list-style-type: none"> Is there a reception area? (a) No (0) or (b) Yes (4) Is the reception area designed with some aesthetic features? (a) No (0) or (b) Yes (5) Does the location of the reception counter allow direct view of the entrance and access to guest rooms? (a) No (0) or (b) Yes (5) 			

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Is there a Guest Relations service at designated point or desk? <ul style="list-style-type: none"> No (0) or Yes (5) Does the Reception area design and layout, enhance efficiency of the various activities? <ul style="list-style-type: none"> Congested (3) or Functional (7) or Efficient (10) Are the workstation signs visible and clear? <ul style="list-style-type: none"> No (0) or Yes (6) Is the counter:- <ul style="list-style-type: none"> Non- automated (1) or Semi-automated (3) or Fully automated (5) 			
	Maximum expected and actual score for the item	40		
3.2	Information Services <ul style="list-style-type: none"> Does the Hotel offer information services? <ul style="list-style-type: none"> No (0) or Yes (5) Is the information available <ul style="list-style-type: none"> Orally (1) In written materials (2) Electronic form (3) Does the information exist in:- <ul style="list-style-type: none"> Kiswahili (2) English/French (2) Other internationally recognized languages (2) Does the information include the following; <ul style="list-style-type: none"> Information on tourism and leisure activities within and around the Hotel (4) Guest safety information, Hotel layout, emergency fire exit procedures and emergency contacts (4) Information on medical and other social services (3) Hotel lien (2) 	30		
	Maximum expected and actual score for the item	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
3.3	Hours of Service <ul style="list-style-type: none"> How many hours is the reception in operation? <ul style="list-style-type: none"> (a) 18 hours (5) or (b) 24 hours (10) Are essential services (Concierge, Portage, Housekeeping, Room Service, Any other service) provided for, at least 18 hours by:- <ul style="list-style-type: none"> (a) Automated services (3) or (b) Semi-skilled stand-in staff (5) or (c) Qualified staff (10) 	20		
	Maximum expected and actual score for the item	20		
3.4	Paging Systems <ul style="list-style-type: none"> What type of paging system is in use? <ul style="list-style-type: none"> (a) None (0) (b) Billboard (2) (c) Public address system (3) (d) Electronic/digital screener or any other discreet paging system (15) 			
	Maximum expected and actual score for the item	20		
3.5	Safe Deposit Service <ul style="list-style-type: none"> Are there arrangements to secure guest valuables? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) What types of safes are in use? <ul style="list-style-type: none"> (a) None (0) or (b) Centralized common safe system - Ratio in relation to room capacity (minimum 1:5) (5) or (c) Centralized individual safe system at reception (10) or (d) Individual, in rooms (15) Are the individual safes:- <ul style="list-style-type: none"> (a) Manual (5) or (b) Electronic/Digital (10) Does the hotel have provision for safe keeping of bulk guest valuables? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 	40		
	Maximum expected and actual score for the item	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
3.6	Foreign Exchange Services <ul style="list-style-type: none"> Does the Hotel provide foreign exchange services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the Hotel provide services in convertible foreign currencies? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 	10		
	Maximum expected and actual score for the item	10		
3.7	Concierge Services <ul style="list-style-type: none"> Is there a designated Concierge service point? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the Hotel offer potorage services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How many hours is the concierge (doorman) service available? <ul style="list-style-type: none"> (a) 18 hours (7) or (b) 24 hours (10) 	20		
	Maximum expected and actual score for the item	20		
3.8	Languages <ul style="list-style-type: none"> Do the Front Office Staff speak the following languages? <ul style="list-style-type: none"> (a) Kiswahili (3) (b) English/French (3) (c) Any other internationally recognizable and spoken language (German, Spanish, Italian etc) (4) <p>Does the Front Office Managers/Head or Supervisor speak the following languages?</p> <ul style="list-style-type: none"> (a) Kiswahili (3) (b) English/French (3) (c) Any other internationally recognizable and spoken language (German, Spanish, Italian etc) (4) 	20		
	Maximum expected and actual score for the item	20		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
3.9	Communication Services <ul style="list-style-type: none"> Are there intercom systems and extensions at every activity area? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Can guests make international calls <ul style="list-style-type: none"> (a) Through the switchboard (5) or (b) Directly? (10) Are postal/courier services provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (7) Are <i>Internet</i> services available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) Is there a business centre fully equipped in place? <ul style="list-style-type: none"> (a) Modestly equipped (5) or (b) Fully equipped (10) 	40		
	Maximum expected and actual score for the item	40		
4.0	LOBBY LOUNGE AND OTHER PUBLIC AREAS			
4.1	Lobby/ Lounge/Public Areas <ul style="list-style-type: none"> Is the lobby available and conveniently located in relation to the Front Office area? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) What visual impression is created by the artwork, displays and graphic designs as well as other decorations? <ul style="list-style-type: none"> (a) Plain and simple (2) or (b) Modestly decorated and pleasant (5) or (c) Elegantly decorated and luxurious (10) Are there clear directional signs? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (8) How would you rate the state of general cleanliness <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well cleaned (8) 	40		
	Maximum expected and actual score for the item	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
4.2	Size of Lobby Lounge <ul style="list-style-type: none"> • How would you rate the size and/or design of the lobby in facilitating the smooth flow of guests? <ul style="list-style-type: none"> (a) Congested (0) or (b) Functional (15) or (c) Efficient and functional (20) 	20		
	Maximum expected and actual score for the item	20		
4.3	Amenities and Accessories <ul style="list-style-type: none"> • Is the range of accessories in the lobby/lounge proportionate to the capacity of the Hotel? <ul style="list-style-type: none"> (a) Inadequate (3) or (b) Adequate (5) • Does the Hotel provide the following amenities? <ul style="list-style-type: none"> (a) Piped Music/Radio (5) (b) Television (7) (c) Reading and writing facilities (10) (d) Provisions for the disabled (13) • How would you describe the quality of the amenities and accessories available <ul style="list-style-type: none"> (a) Fair (4) or (b) Good (7) or (c) Very Good (10) 	50		
	Maximum expected and actual score for the item	50		
4.4	Décor <ul style="list-style-type: none"> • How would you describe the décor? <ul style="list-style-type: none"> (a) Plain (2) or (b) Tasteful (5) or (c) Exquisite (7) • Does the décor project a distinct theme or concept? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) • Are decorations and the colour scheme consistent with the general theme of the establishment? <ul style="list-style-type: none"> (a) Fairly consistent (3) or (b) Consistent (5) or (c) Harmonious and luxurious (10) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Are the floral decorations:- <ul style="list-style-type: none"> (a) Artificial (1) (b) Natural (4) How would you rate the state of repair and maintenance? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) 			
	Maximum expected and actual score for the item	50		
4.5	Regulation of Temperature <ul style="list-style-type: none"> How would you rate the provision for natural and/or mechanical ventilation? <ul style="list-style-type: none"> (a) Fair (7) or (b) Good (15) or (c) Very Good (25) How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	40		
	Maximum expected and actual score for the item	40		
4.6	Floors, Walls and Ceilings <ul style="list-style-type: none"> How would you describe the degree of uniqueness and sophistication <ul style="list-style-type: none"> (a) Fair (3) or (b) High (5) or (c) Very High (10) How would you rate the quality of materials used on floors, walls and ceilings? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (8) or (d) Very Good (12) 	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the quality of fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (7) or (c) Very Good (10) Is there consistency in colour scheme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) How would you rate the state of general cleanliness and proper attention to hygiene? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean and hygienic (10) 			
	Maximum expected and actual score for the item	60		
4.7	Lighting <ul style="list-style-type: none"> Is there provision for adequate natural lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Is the illumination adequate? <ul style="list-style-type: none"> (a) Inadequate (0) or (b) Adequate (10) Assess the quality of light fittings in terms of tastefulness, reflecting class. <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (20) 	40		
	Maximum expected and actual score for the item	40		
4.8	Telephone Facilities <ul style="list-style-type: none"> Is there a public telephone booth? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) What internal communication systems are in use? <ul style="list-style-type: none"> (a) None (0) (b) Telephone extensions (4) (c) Intercom (4) (d) Radio call (3) (e) Cell phone (3) (f) Others (1) 	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Are they functional? (10) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 			
	Maximum expected and actual score for the item	30		
4.9	Refreshments <ul style="list-style-type: none"> Is there provision for refreshments? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Are the refreshments offered conveniently located within the lobby/lounge? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the range of refreshments offered? <ul style="list-style-type: none"> (a) Simple (1) or (b) Modest (3) or (c) Wide (5) For how many hours is the refreshment available? <ul style="list-style-type: none"> (a) 18 hours (3) or (b) 24 hours (5) 	20		
	Maximum expected and actual score for the item	20		
4.10	Minimum size of public rooms <ul style="list-style-type: none"> What are the sizes of public rooms in relation to the Hotel bed capacity? (Lounge, bar, covered terraces etc) (Please indicate) <ul style="list-style-type: none"> (a) ½ Sqm per guest bed (30) or (b) 1 Sqm. per guest bed (40) or (c) 1 ½ Sqm. per guest bed (50) or (d) 2 sqm. per guest bed (60) 	60		
	Maximum expected and actual score for the item	60		
5.0	FUNCTION ROOMS (Briefings, Conferences, Banquets etc;)			
5.1	Features and Facilities <ul style="list-style-type: none"> Is there provision for a function room (At least in form of multipurpose room)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is there provision for break-out rooms? <ul style="list-style-type: none"> (a) None (0) or (b) Less than two (3) or (c) More than two (5) 	70		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> What are the measurements of the rooms in sqm? <ul style="list-style-type: none"> (a) Less than 75 sqm (2) or (b) 75 sqm (3) or (c) More than 75 sqm (5) How would you rate the furnishings of the function rooms? <ul style="list-style-type: none"> (a) Simple (1) or (b) Good (3) or (c) Very Good (5) How would you describe the quality of the materials used? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) Is the natural ventilation, lighting system adequate? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is air conditioning <i>and acclimatization</i> provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Are the rooms acoustically designed to ensure soundproofing? <ul style="list-style-type: none"> (a) No soundproofing (0) or (b) Partial soundproofing (3) or (c) Complete soundproofing (5) Are the rooms provided with piped music, public address system and other necessary equipments? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Are audio visual aids and satellite link facilities available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is <i>there consistency in</i> the colour scheme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 			
	Maximum expected and actual score for the item	70		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
6.0	RESTAURANT(S)			
6.1	Features and Facilities <ul style="list-style-type: none"> What is the seating capacity of the restaurant(s) in relation to bed capacity? <ul style="list-style-type: none"> (a) 30% (5) or (b) 40% (10) or (c) 80% (20) How many Food and Beverage outlets are there in the Hotel? <ul style="list-style-type: none"> (a) Up to two (10) or (b) Up to Four (15) or (c) Five and above (20) What is the range of different Cuisines? <ul style="list-style-type: none"> (a) Up to Two (5) or (b) Up to Four (10) or (c) Five and above (15) How would you rate the general level of hygiene? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	70		
	Maximum expected and actual score for the item	70		
6.2	Furniture, Equipment and Accessories <ul style="list-style-type: none"> How would you describe the style of the furniture, equipment and accessories? <ul style="list-style-type: none"> (a) Functional but not suitable (5) or (b) Appropriate and Functional (7) or (c) Very appropriate and comfortable (10) How would you describe the quality of the furniture, equipment and accessories? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) How would you describe the quality and range of tableware <p>Glassware</p> <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) <p>Crockery</p> <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) 	80		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<p>Cutlery (a) Fair (5) or (b) Good (7) or (c) Very Good (10)</p> <p>Accessories (a) Fair (3) or (b) Good (5) or (c) Very Good (10)</p> <ul style="list-style-type: none"> How would you describe the quality of table linen in terms of cleanliness and presentation? (a) Fair (5) or (b) Good (7) or (c) Very Good (10) Is there provision of appropriate furniture for children? (a) Non-existent (0) or (b) Fairly provided for (3) or (c) Well catered for (5) Is there provision of appropriate furniture for the physically challenged? (a) Non-existent (0) or (b) Fairly provided for (3) or (c) Well catered for (5) 			
	Maximum expected and actual score for the item	80		
6.3	<p>Interior Décor</p> <ul style="list-style-type: none"> How would you rate the consistency of the décor and colour scheme with the theme? (a) Modest (5) or (b) Good (15) or (c) Very Good (25) How would you rate the aesthetics, style and sophistication of the décor in relation to the Hotel concept and comfort? (a) Fair (5) or (b) Good (15) or (c) Very Good (25) What floral arrangement(s) supplements the décor? (a) None (0) or (b) Artificial (2) or (c) Both artificial and natural (5) or (d) Natural (10) 	60		
	Maximum expected and actual score for the item	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
6.4	Floors, Walls and Ceilings <ul style="list-style-type: none"> What types of materials are used in flooring and walling? <ul style="list-style-type: none"> (a) Fair for the area (3) or (b) Good for the area (5) or (c) Very good quality and fit for the area (10) How suitable are the materials used on the floors and walls? <ul style="list-style-type: none"> (a) Unsuitable for the area (3) or (b) Suitable for the area (8) How would you describe the quality of fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) How would you describe the degree of uniqueness and sophistication? <ul style="list-style-type: none"> (a) Fair (3) or (b) High (5) or (c) Very High (10) Is there consistency in colour scheme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) How would you rate the state of general cleanliness and hygiene? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean and hygienic (10) 	60		
	Maximum expected and actual score for the item	60		
6.5	Menu <ul style="list-style-type: none"> Is a priced menu available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) How would you rate the clarity of the information presented on the menu? <ul style="list-style-type: none"> (a) Scanty (1) or (b) Clear (2) or (c) Very clear (5) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the quality of the menu presentation? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) Does the menu contain a wide range and variety of local and international dishes? If yes what range? <ul style="list-style-type: none"> (a) Modest selection (2) or (b) Wide selection (3) or (c) Excellent selection (5) What options of Menu types are on offer? <ul style="list-style-type: none"> (a) A la carte (2) (b) Table d'hote (2) (c) Buffet (2) (d) Others (2) How would you rate the a la carte menu? <ul style="list-style-type: none"> (a) Simple (2) or (b) Modest (3) or (c) Rich (5) What types of services are on offer? <ul style="list-style-type: none"> (a) Self Service (2) (b) Limited Waiter Service (3) (c) Full Waiter Service (5) What is the number of courses that can be served? <ul style="list-style-type: none"> (a) 1 – 3 Course (2) or (b) 3 –5 Course (4) or (c) Over 5 Courses (6) Is a wine list available? If yes what range? <ul style="list-style-type: none"> (a) Modest selection(2) or (b) Wide selection (3) or (c) Excellent selection (5) 			
	Maximum expected and actual score for the item	50		
6.6	Lighting <ul style="list-style-type: none"> Is there adequate provision for natural and /or artificial lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the level of the natural and/or artificial illumination? <ul style="list-style-type: none"> (a) Low (5) or (b) High (10) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Does the illumination system give special effect in the restaurant? <ul style="list-style-type: none"> (a) Enough light for practical use (10) or (b) Adequate spread of illumination for practical use with minimum special light effect (15) or (c) High standard of illumination with excellent special light effect (20) How would you describe the quality of light fittings in terms of style and elegance? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 			
	Maximum expected and actual score for the item	50		
6.7	Service Stations <p>Are there waiter service stations proportionate to the capacity of the restaurant?</p> <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) <ul style="list-style-type: none"> Are the waiter service stations appropriate and well appointed? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Are the waiter service stations presentable and clean? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) 	10		
	Maximum expected & actual score for the item	10		
6.8	Regulation of Temperature <ul style="list-style-type: none"> How would you rate the provision of natural and/or mechanical ventilation? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (15) or (c) Very Good (25) How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	40		
	Maximum expected and actual score for the item	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
7.0	BAR(S)			
7.1	<p>General Features and Facilities</p> <ul style="list-style-type: none"> Are there bar outlets proportionate to the Hotel capacity? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) What bar categories are available? <ul style="list-style-type: none"> (a) Public bar(s) (2) (b) Residents' bar(s) (3) (c) Theme bar(s) (5) Is there a bar conveniently located in relation to the lounge and restaurant? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the design and style of the bar(s) give provision for:- <ul style="list-style-type: none"> (a) Foot rests (3) (b) Creativity in the display of merchandise (3) (c) Cooling and warming facilities conveniently located (4) How would you describe the overall design in terms of aesthetics and attractiveness? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the state of maintenance? <ul style="list-style-type: none"> (a) Neglected 0) or (b) Reasonable (5) or (c) Well maintained (10) How would you rate the state of the general cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) 	50		
	Maximum expected and actual score for the item	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
7.2	<p>Floors, Walls, Ceilings and Decorations</p> <ul style="list-style-type: none"> How would you rate the quality of materials used on floors, walls and ceilings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (6) How suitable are the materials used on the floors, walls and ceilings? <ul style="list-style-type: none"> (a) Unsuitable (3) or (b) Suitable (5) How would you describe the quality of workmanship, fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) How would you describe the degree of uniqueness and sophistication <ul style="list-style-type: none"> (a) Modest and functional (2) or (b) Attractive and tasteful finish (5) or (c) Excellent design and luxurious finish (7) How would you rate the consistency of the décor and colour scheme with the theme? <ul style="list-style-type: none"> (a) Modest (3) or (b) Good (7) or (c) Very Good (10) How would you rate the aesthetics, style and sophistication of the décor in relation to the Hotel concept and comfort? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) What floral arrangement(s) supplements the décor? <ul style="list-style-type: none"> (a) None (0) or (b) Artificial (2) or (c) Both artificial and natural (5) or (d) Natural (8) 	70		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the materials used in the decor? <ul style="list-style-type: none"> (a) Modest (2) or (b) Attractive (3) or (c) Tasteful and luxurious (5) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (7) How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) 			
	Maximum expected and actual score for the item	70		
7.3	Lighting <ul style="list-style-type: none"> Is there provision for natural and/or artificial lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the level of the natural and/or artificial illumination? <ul style="list-style-type: none"> (a) Low (3) or (b) High (5) 	50		
	<ul style="list-style-type: none"> Does the illumination system give special effect in the bar(s)? <ul style="list-style-type: none"> (a) Enough light for practical use (10) or (b) Adequate spread of illumination for practical use with minimum special light effect (15) or (c) High standard of illumination with excellent special light effect (20) How would you describe the quality of the fittings, in terms of style and elegance? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) 			
	Maximum expected and actual score for the item	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
7.4	Regulation of Temperature <ul style="list-style-type: none"> How would you rate the provision of natural and/or mechanical ventilation? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) How would you describe the quality of the fittings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 	30		
	Maximum expected and actual score for the item	30		
7.5	Furniture and Equipment <ul style="list-style-type: none"> How would you rate the provision of furniture and equipment? <ul style="list-style-type: none"> (a) Inadequate (3) or (b) Adequate (5) How would you rate the appropriateness of the furniture? <ul style="list-style-type: none"> (a) Functional but not suitable (2) or (b) Appropriate and functional (5) or (c) Very appropriate and comfortable (8) How would you describe the style and design of the furniture and equipment? <ul style="list-style-type: none"> (a) Good (2) or (b) Very Good (5) or (c) Elegant and luxurious (8) How would you describe the quality of the furniture and equipment? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) 	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Are there adequate provisions for the following accessories?:- <ul style="list-style-type: none"> (a) Ice-making machine (1) (b) Coffee-making machine (1) (c) Sinks with hot and cold water (2) (d) Glass washing and drying machine (1) (e) Cocktail mixer accessories (2) (f) Bottle Brush (1) (g) Glass Towels (1) (h) Others (1) How would you describe the quality and condition of the accessories? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (7) Is there provision of appropriate furniture for the physically challenged? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) How would you rate the state of cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) 			
	Maximum expected and actual score for the item	60		
7.6	Beverage Cooling Systems <ul style="list-style-type: none"> Is there adequate provision for beverage cooling? <ul style="list-style-type: none"> (a) Simple (3) or (b) Good (7) or (c) Very Good (10) Are the cooling equipments in good working condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Are the beverages such as wines professionally stored? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 	30		
	Maximum expected and actual score for the item	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
7.7	Glassware <ul style="list-style-type: none"> Are there adequate stocks of glasses proportionate to the capacity of the Hotel? <ul style="list-style-type: none"> (a) Inadequate (4) or (b) Modest (8) or (c) Adequate (15) Are there appropriate glasses for the different types of drinks served? <ul style="list-style-type: none"> (a) Inappropriate (0) or (b) Modest range (8) or (c) Wide range (15) What is the quality of available glasses? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (7) or (c) Very Good (10) 	40		
	Maximum expected and actual score for the item	40		
7.8	Selection of Drinks and Snacks <ul style="list-style-type: none"> How would you rate the variety and selection of local and international brands of beverages? <ul style="list-style-type: none"> (a) Modest stock (10) or (b) Good range (15) or (c) Wide range (25) Is there provision for cigars, cigarettes and snacks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How do you rate the professionalism of the bar staff? <ul style="list-style-type: none"> (a) Fair (7) or (b) Good (15) or (c) Very Good (20) 	50		
	Maximum expected and actual score for the item	50		
8.0	KITCHEN(S)			
8.1	Size <ul style="list-style-type: none"> What is the measurement of the Kitchen(s) (including pantry and stores)? <ul style="list-style-type: none"> (a) At least ½ sq. m per guest bed (40) or (b) ½ sq.m – ¾ sq.m per guest bed (50) or (c) ¾ sq.m and above, per guest bed, for Hotel with more than 100 beds (60) 	60		
	Maximum expected and actual score for the item	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
8.2	Relation to Restaurant <ul style="list-style-type: none"> How would you describe the location of the kitchen in relation to the restaurant? <ul style="list-style-type: none"> (a) Located on different levels (10) or (b) Located on the same level (15) Where applicable, what mechanisms are provided for efficient service delivery? <ul style="list-style-type: none"> (a) Fairly efficient conveyance method (3) or (b) Efficient conveyance method (5) or (c) Very efficient conveyance method (10) How would you rate provisions of mechanisms to minimize noise, heat and fumes from the Kitchen into the restaurant? <ul style="list-style-type: none"> (a) Fair (5) or (b) Efficient (10) or (c) Very efficient (15) 	40		
	Maximum expected and actual score for the item	40		
8.3	Flow of Food Service <ul style="list-style-type: none"> How would you rate the provision for hygienic and safe handling of food by the kitchen staff (Hand gloves, head gear and sterilizing /cleaning of raw foodstuffs etc)? <ul style="list-style-type: none"> (a) Poor (1) or (b) Fair (5) or (c) Good (10) or (d) Very Good (15) Is there a two-way flow of food between the kitchen and the restaurant? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) Does the flow provide for separate entry and exit points? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (7) 	30		
	Maximum expected and actual score for the item	30		
8.4	Organization of the Kitchen <p>Design and Layout</p> <ul style="list-style-type: none"> How would you rate the design and layout of the Kitchen in terms of efficiency, workflow, staff convenience and comfort? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) <p>Organization</p> <ul style="list-style-type: none"> Is the Kitchen segregated in appropriate sections? <ul style="list-style-type: none"> (a) Disorganized (5) or (b) Fairly well segregated (8) or (c) Well segregated (15) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Does the Chefs Office facilitate efficient overview of the Kitchen? <ul style="list-style-type: none"> (a) No clear overview (3) or (b) Partial overview (6) or (c) Clear overview (10) How would you describe the location of the Kitchen in relation to the food stores? <ul style="list-style-type: none"> (a) Poorly located (3) or (b) Fairly well located (6) or (c) Well located (10) 			
	Maximum expected and actual score for the item	50		
8.5	Equipment of Kitchen <ul style="list-style-type: none"> How would you rate the availability and range of the basic equipment? <ul style="list-style-type: none"> (a) Limited (6) or (b) Satisfactory (10) or (c) Adequate (15) How would you rate the availability and range of basic tools and utensils? <ul style="list-style-type: none"> (a) Limited (4) or (b) Satisfactory (7) or (c) Adequate (10) How would you rate the quality of the worktops, equipment, tools and utensils? <ul style="list-style-type: none"> (a) Good quality (impervious materials easy to clean and maintain) (4) or (b) A good range of specialized tools and equipment of high quality (7) or (c) Wide range of specialized working tools, utensils and equipment of very high quality (10) How would you rate the cleanliness and hygiene of the worktops, equipment, tools and utensils? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) How would rate provision of industrial sinks in each section? <ul style="list-style-type: none"> (a) Fairly provided (2) or (b) Adequately provided (4) or (c) Well provided (5) Do the sinks have hot and cold running water? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or 	80		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the general standards of cleanliness and hygiene? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean and hygienic (8) How would you rate the safety measures in the use and storage/placement of the kitchen equipments? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) 			
	Maximum expected and actual score for the item	80		
8.6	Hand Wash Basins <ul style="list-style-type: none"> Is there a functional hand wash basin for purposes of hygiene at the entrance to the Kitchen? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Are there other separate hand wash basins, strategically located? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Do the hand wash basins have the following? <ul style="list-style-type: none"> Hot and cold running water; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Soap and/or soap dispensers; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Facility for hygienic operation; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Hygienic means of hand drying; <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Are the hand wash basins clean and in good state of repair? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) 	20		
	Maximum possible and actual score for the item	20		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
8.7	Ventilation <ul style="list-style-type: none"> Is there adequate and sufficient natural kitchen ventilation? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Is there a mechanical fume and hot air extractor? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the effectiveness of the mechanical extractor? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Very clean (10) 	40		
	Maximum expected and actual score for the item	40		
8.8	Waste Collection and Storage <ul style="list-style-type: none"> Are waste bins provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) If available, are the waste bins proportional to the number of working stations? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Is there separation of waste material in terms of :- <ul style="list-style-type: none"> (a) Organic (3) (b) Non-organic materials (3) Are the waste bins lined with appropriate waste bags and tight fitting covers? <ul style="list-style-type: none"> (a) Neither lined nor covered (0) or (b) Lined but not covered (3) or (c) Covered but not lined (5) or (d) Lined and covered (8) 	30		
	<ul style="list-style-type: none"> How often is the waste material collected from the kitchen? <ul style="list-style-type: none"> (a) Daily (5) or (b) After every shift (10) 			
	Maximum expected and actual score for the item	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
8.9	Drainage <ul style="list-style-type: none"> Are there adequate and functional drains in and around the kitchen? <ul style="list-style-type: none"> (a) Non existent (0) or (b) Fairly well provided (4) or (c) Well provided (8) Are the drains properly covered? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) Is the drainage connected to the main drainage system via a grease trap? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (2) or (c) Well maintained (4) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (4) or (c) Very clean (8) 	30		
	Maximum expected and actual score for the item	30		
8.10	Floors, Walls and Ceilings <ul style="list-style-type: none"> What material are the floors and walls made of? <ul style="list-style-type: none"> (a) Impervious (3) (b) Non- corrosive (3) (c) Non slip (2) and (d) Easy to clean (2) How would you rate the quality of workmanship? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) Is the floor finish plumb (horizontal and level), and grouting in excellent condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the floor and wall junction coved? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the floor have gentle slope towards drainage point? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or 	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<p>(c) Well maintained (5)</p> <ul style="list-style-type: none"> How would you rate the general level of hygiene and cleanliness? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) 			
	Maximum expected and actual score for the item	40		
8.11	<p>Food Storage</p> <ul style="list-style-type: none"> How would you rate the provision for receiving of supplies? <ul style="list-style-type: none"> (a) Off-loading area (2) (b) Inspection mechanisms (3) (c) Cleaning area (4) How would you rate provision for food storage within the Kitchen, in relation to the volume of production? <ul style="list-style-type: none"> (a) Limited (5) or (b) Satisfactory (8) or (c) Adequate/just in time practices (15) How would you rate the organization and professionalism in the storage of foodstuffs? <ul style="list-style-type: none"> (a) Segregation of different types of foodstuffs (4) (b) Clear labelling of stores and food items (3) (c) Provision of adequate and appropriate shelving (3) (d) Proper pallet(s) (3) (e) Cabinets (3) How would you rate the refrigeration and aeration mechanisms in the storage facilities? <ul style="list-style-type: none"> (a) Natural aeration with proper shelving (5) (b) Refrigeration/cold room facilities in good working condition (5) Are the refrigerated stores fitted with temperature control gauges in good working condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the general level of hygiene and cleanliness in the food storage facilities? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) 	60		
	Maximum expected and actual score for the item	60		
8.12	<p>Lighting</p> <ul style="list-style-type: none"> Is there provision for natural and/or artificial lighting? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the level of the natural and/or artificial 	25		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<p>illumination in view of the different tasks in the kitchen?</p> <p>(a) Low (3) or</p> <p>(b) High (5)</p> <ul style="list-style-type: none"> How would you describe the quality of light fittings in terms of style and elegance? (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 			
	Maximum expected and actual score for the item	25		
9.0	GUEST ROOMS			
9.1	<p>Minimum Size</p> <ul style="list-style-type: none"> Please indicate the measurement in sq. m for all room types (Please indicate; checked against specified sizes in the criteria) (a) Minimum 12 – 14 Sq.m (20) or (b) Minimum 15 – 19 Sq.m (30) or (c) Minimum 20 – 24 sq.m (40) or (d) Minimum 25 Sq.m and above (50) 	50		
	Maximum expected and actual score for the item	50		
9.2	<p>Regulation of Temperature</p> <ul style="list-style-type: none"> How would you rate the provision for natural ventilation and/or air conditioning? (a) Fair (7) or (b) Good (15) or (c) Very Good (25) How would you rate the efficiency of the temperature regulation system? (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	40		
	Maximum expected and actual score for the item	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
9.3	Balconies/Terraces <ul style="list-style-type: none"> Where applicable, what proportion of the rooms have balconies/terraces in relation to the capacity of the Hotel? (See % specified) <ul style="list-style-type: none"> (a) 50% (5) or (b) 75 % (10) or (c) 100% (20) Do the balconies have the following:- <ul style="list-style-type: none"> (a) No furniture (0) or (b) Modest Furniture (10) or (c) Functional and comfortable furniture (20) 	40		
	Maximum expected and actual score for the item	40		
9.4	Fittings, Furniture and Equipment <p>Assess the provision of the following:-</p> <p>Note: Either (a) or (b) and then the rest of the listed items</p> <ul style="list-style-type: none"> a) Minimum bed size 190cms x 90cms. Take actual (Measurement)..... (5) <p>OR</p> <ul style="list-style-type: none"> b) Two twin beds measuring 190cms x 90cms or 120 cms x 190 cms (5) c) Fitting mattresses of not less than 15cm thick of high density (5) d) Minimum of two pillows; <i>indicate number</i>.....(4) e) Luggage racks (3) f) Wardrobe of good quality with at least six hangers (4) g) Minimum of two chairs provided; <i>indicate number</i>(3) h) Minimum of one writing /dressing table provided; <i>indicate number</i>(3) i) Bedside tables (2) j) Valet service (2) k) Mini bar (3) l) Lamp shades (2) m) Television with multi channels (2) n) Telephone (2) 	70		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> o) Computer data point (2) • How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (4) or (c) Very Good (6) • Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) • How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (4) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (4) or (c) Well maintained (6) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (6) or (c) Very clean (10) 			
	Maximum expected and actual score for the item	70		
9.5	Furnishings and Linen <ul style="list-style-type: none"> • What is the size of curtains? (Minimum ratio should be 1: 2 ½ in width and stand at 5 cm above the floor). <ul style="list-style-type: none"> (a) Less than the minimum (2) or (b) At least the minimum (10) or (c) More than the minimum (15) • Assess the availability of the following:- <ul style="list-style-type: none"> (a) A minimum of two bed sheets of appropriate size (5) (b) An under blanket and at least two top blankets or duvets (5) (c) Two Pillows/two pillowcases (4) (d) Mosquito nets (3) (e) Bed side rugs (3) • How would you describe the quality of furnishings and linen? <ul style="list-style-type: none"> (a) Poor quality (1) or (b) Good quality (5) or (c) Very high quality (15) or (d) Excellent and luxurious quality (20) • How would you describe the harmony of room set up and colour scheme? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	70		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	Maximum expected and actual score for the item	70		
9.6	Change of Linen <ul style="list-style-type: none"> How often is linen changed? <ul style="list-style-type: none"> (a) Every other day (10) or (b) Daily, upon use or as per guest request (20) What is the Par stock of bed linen? <ul style="list-style-type: none"> (a) One (2) or (b) Two (5) or (c) Three or more (10) 	30		
	Maximum expected and actual score for the item	30		
9.7	Décor <ul style="list-style-type: none"> How would you rate the general impression of the décor? <ul style="list-style-type: none"> (a) Modest (2) or (b) Good (5) or (c) Very Good (10) Is the décor and colour scheme based on any specific theme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How does the decor blend in with the room environment? <ul style="list-style-type: none"> (a) Blends fairly well (5) or (b) Blends well (10) or (c) Harmonious and luxurious (15) What floral arrangement(s) supplements the décor? <ul style="list-style-type: none"> (a) None (0) or (b) Artificial (3) or (c) Both artificial and natural (8) or (d) Natural (15) How would you describe the materials used for the décor? <ul style="list-style-type: none"> (a) Faded and unsightly (0) or (b) Of moderate quality (8) or (c) High quality and in excellent condition (15) 	60		
	Maximum expected and actual score for the item	60		
9.8	Floors, Walls and Ceilings <ul style="list-style-type: none"> How would you rate the quality and suitability of the materials used on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (4) or (b) Good (8) or (c) Very Good (15) How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the quality of the materials used on windows and doors? <ul style="list-style-type: none"> (a) Modest (3) or (b) Good and attractive (5) or (c) High quality and luxurious (9) How would you describe the state of repair? <ul style="list-style-type: none"> (b) Neglected (0) or (c) Reasonable (5) or (d) Well maintained (8) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (5) or (c) Very clean (8) 			
	Maximum expected and actual score for the item	50		
9.9	Lighting <ul style="list-style-type: none"> What is the approximate ratio of the openable window space in relation to the floor area? <ul style="list-style-type: none"> (a) Less than 20% of the floor area (5) or (b) 20% of the floors area (8) or (c) 20% and more of the floor area (15) Asses the illumination fittings provided in the room:- <ul style="list-style-type: none"> (a) Door entrance (3) (b) General illumination (3) (c) Bedside (3) (d) Dressing table (2) (e) Reading table (2) (f) Emergency lighting (3) Is the general illumination conveniently controllable from:- <ul style="list-style-type: none"> (a) Door side switch (4) (b) Bedside switch (5) How would you describe the quality of the light fittings? <ul style="list-style-type: none"> (a) Modest (5) or (b) Good (8) or (c) Very Good (10) 	50		
	Maximum expected and actual score for the item	50		
9.10	Sound Proofing <ul style="list-style-type: none"> Are the rooms sound-proofed? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the effectiveness of soundproofing? <ul style="list-style-type: none"> (a) Fairly effective (10) or (b) Effective (15) or (c) Fully effective (20) 	30		
	Maximum expected and actual score for the item	30		
9.11	Information in Bedrooms <ul style="list-style-type: none"> Is information on the following available in the rooms:- <ul style="list-style-type: none"> (a) Available services (2) (b) Hotel tariffs (2) 	20		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> (c) Emergency and fire exit procedures (2) (d) Hotel lien and liabilities (2) (e) Internal telephone directory (2) • Is the information provided in the following languages? <ul style="list-style-type: none"> (a) Kiswahili (2) (b) English/French (2) (c) One other internationally recognized language (2) or (d) More than one other internationally recognized languages (3) • How would you rate the presentation of the information provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) 			
	Maximum expected and actual score for the item	20		
9.12	Bedroom Communication Systems <ul style="list-style-type: none"> • Is there provision for internal communication in each bedroom? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) • Is the type of communication available:- <ul style="list-style-type: none"> (a) Manual (3) or (b) Electronic/Digital (5) • How is the external communication system operated? <ul style="list-style-type: none"> (a) Through central switchboard (1) or (b) Direct dial (3) or (c) Hot Spot/Other (4) ▪ Are there extensions to other parts of the room? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) ▪ How would you rate the quality of the communication equipment and fittings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (7) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (8) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (5) or (c) Very clean (8) 	40		
	Maximum expected and actual score for the item	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
9.13	Room Designation <ul style="list-style-type: none"> Are the doors clearly marked? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the design and uniqueness of the door signage? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (10) or (c) Very Good (15) How would you rate the quality of material and fittings used on doors? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	40		
	Maximum expected and actual score for the item	40		
9.14	Room Security <ul style="list-style-type: none"> How would you rate the strength of the door? <ul style="list-style-type: none"> (a) Weak (1) or (b) Strong (3) or (c) Very strong (5) Is the door security enhanced by:- <ul style="list-style-type: none"> (a) Automatic self-lock (5) (b) Double locking systems (10) (c) Door peep (15) How do you rate the quality of material and fittings used on doors? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	50		
	Maximum expected and actual score for the item	50		
9.15	Supplies in Bedrooms <ul style="list-style-type: none"> Are the following supplies available:- <ul style="list-style-type: none"> (a) Safe drinking water and glasses (4) (b) Do Not Disturb sign (2) (c) Stationery with Hotel logo (3) (d) Waste bin (2) (e) Appropriate insect repellent (2) (f) Laundry bags (2) (g) Air freshener (2) (h) Hot water bottles (3) (i) Extra pillows, blankets/duvets (4) (j) Tea/coffee trays (3) (k) Assorted tissue papers (3) (l) Shoe bags and shoe polishing pads (2) (m) Sewing kit (3) (n) Bedroom slippers (3) (o) Flowers (4) (p) Assorted sweets, chocolates, mints (4) (q) Fruit bowl (4) 	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the quality and presentation of the supplies? (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the adequacy and appropriateness of the supplies provided? (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 			
	Maximum expected and actual score for the item	60		
10.0	GUEST BATHROOM(S)			
10.1	Bathroom(s) <ul style="list-style-type: none"> <i>What proportion of guest rooms have bathrooms ensuite?</i> (a) Non-ensuite (5) or (b) 50% ensuite (15) or (c) 75% ensuite (25) or (d) 100% ensuite (30) 	30		
	Maximum expected and actual score for the item	30		
10.2	Size <ul style="list-style-type: none"> Please indicate the measurement of bathroom in sq. m (Please check against specified sizes in the criteria) (a) Minimum 3½ – 5 Sq.m (15) or (b) Minimum 5 – 6 Sq.m (25) or (c) Minimum 6sq.m and above (40) 	40		
	Maximum expected and actual score for the item	40		
10.3	Fittings, Equipment and Amenities <ul style="list-style-type: none"> Are the following available? (a) Non-slip shower tray (2) (b) Telephone shower brackets (2) (c) A shower with mixer (2) (d) Bath tub (3) (e) Grab rail (2) (f) Splash guard (4) (g) Water closet (2) (h) Toilet paper holder (2) (i) Hand wash basin with hot and cold water (2) (j) Mirror (1) (k) Large Mirror (3) (l) Towel rail (2) (m) Clothes hook/hanger (1) (n) Soap Dish (1) (o) Mechanical air extractor (3) (p) Arabic shower (2) (q) Bidet (2) (r) Hair dryer fitting outlet (3) (s) Hair dryer (3) (t) Magnifying mirror (2) (u) Telephone extensions (3) (v) Other facilities for senior citizens and physically challenged (3) (w) Amenities cabinet/tray (3) 	90		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (8) Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (6) How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (4) or (c) Very Good (7) How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (8) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (5) or (c) Very clean (8) 			
	Maximum expected and actual score for the item	90		
10.4	Floors, Walls and Ceilings <ul style="list-style-type: none"> How would you rate the suitability of the materials used on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (7) How would you describe the quality of the materials used? <ul style="list-style-type: none"> (a) Modest (2) or (b) Good and attractive (5) or (c) High quality and luxurious (8) Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 2.5 m (0) or (b) 2.5 m and above (5) How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) 	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (3) or (c) Very clean (5) 			
	Maximum expected and actual score for the item	40		
10.5	Towels and Bathrobes <ul style="list-style-type: none"> Are the following bathroom items provided? <ul style="list-style-type: none"> (a) Bath towels (2) (b) Hand towels (2) (c) Face towels (2) (d) Bathrobes (2) (e) Bath mat (2) What are the sizes of the bath towels provided? <ul style="list-style-type: none"> (a) At least 60X120 cm (3) or (b) At least 80X120 cm (5) or (c) At least 80X150 cm and above (7) Are adequate sets of towels provided as per room types (For example; Double room 2 sets, etc)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Are extra towels provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you describe the quality of towels and bathrobes? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (8) How often are the bath towels changed? <ul style="list-style-type: none"> (a) Daily, upon use (3) or (b) On guest request (5) 	40		
	Maximum expected and actual score for the item	40		
10.6	Lighting and Ventilation <ul style="list-style-type: none"> Assess the provision and effectiveness of the illumination system provided to meet all the requirements of bathroom use:- <ul style="list-style-type: none"> (a) Functional (5) or (b) Good (10) or (c) Very Good (20) Assess the provision and effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Functional (5) or (b) Good (10) or (c) Very Good (15) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the quality and maintenance of the light and ventilation fittings and finish in terms of style and design? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (15) 			
	Maximum expected and actual score for the item	50		
10.7	Shaver Outlets and Sockets <ul style="list-style-type: none"> Are shaver outlets and sockets provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the voltage supply clearly indicated in AC or DC? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the quality of the outlets and sockets? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) How would you rate the state of repair and maintenance of fittings of the outlets and sockets? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) 	20		
	Maximum expected and actual score for the item	20		
10.8	Supplies in Bathrooms <ul style="list-style-type: none"> Are the following items available: <ul style="list-style-type: none"> (a) Sanitary bins and bags (3) (b) Toiletry tray with appropriate amenities (3) (c) Soap (2) (d) Toilet paper (3) (e) Water glasses (3) (f) Waste bin (3) (g) Weight scale (3) How would you rate the quality and presentation of the supplies? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the adequacy and appropriateness of the supplies provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 	30		
	Maximum expected and actual score for the item	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
10.9	Sanitization <ul style="list-style-type: none"> How would you rate the hygienic condition of the bathroom, sanitary facilities and fittings? <ul style="list-style-type: none"> (a) Dirty and not sanitized (0) or (b) Clean but not sanitized (4) or (c) Fairly, clean and sanitized (8) or (d) Very clean and sanitized (15) Is there an indication that sanitization is regularly carried out? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 	20		
	Maximum expected and actual score for the item	20		
11.0	SUITES			
11.1	Minimum Size <ul style="list-style-type: none"> Please indicate the measurement in sq. m for all room types (Checked against specified sizes in the criteria: minimum 24 Sq.m) <ul style="list-style-type: none"> (a) 24 sqm (30) or (b) More spacious (40) 	40		
	Maximum expected and actual score for the item	40		
11.2	Regulation of Temperature <ul style="list-style-type: none"> How would you rate the provision for natural ventilation? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) Is there Air Conditioning in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) How would you rate the efficiency of the temperature regulation system? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 	40		
	Maximum expected and actual score for the item	40		
11.3	Facilities and Amenities <ul style="list-style-type: none"> Are the following facilities and amenities available: <ul style="list-style-type: none"> (a) Separate Lounge, with appropriate furniture (15) (b) En-suite WC facilities to the Lounge (5) (c) Kitchenette, with appropriate appliances (15) (d) Stocked mini bar (15) 	50		
	Maximum expected and actual score for the item	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
11.4	Balconies/Terraces <ul style="list-style-type: none"> What proportion of the suites has balconies/terraces? <ul style="list-style-type: none"> (a) 50% (5) or (b) 75 % (7) or (c) 100% (10) Do the balconies have the following:- <ul style="list-style-type: none"> (a) No furniture (0) or (b) Modest Furniture (10) or (c) Functional and comfortable furniture (20) 	30		
	Maximum expected and actual score for the item	30		
11.5	Fittings, Furniture and Equipment <ul style="list-style-type: none"> Assess the provision of furniture and equipment:- <p>Note: Either (a) or (b) and then the rest of the listed items</p> <ul style="list-style-type: none"> (a) Minimum bed size 120cms x 190cms. Take actual Measurement (5) <p>OR</p> <ul style="list-style-type: none"> (b) Two twin beds measuring 120 cms x 190 cms (5) (c) Mattresses not less than 15cm thick, foam, high density or interior spring (5) (d) Minimum of two pillows; <i>indicate number...</i>(3) (e) Luggage racks (2) (f) Wardrobe of good quality with at least six hangers (2) (g) Minimum of two chairs provided; <i>indicate number</i> (3) (h) Dressing table/room, with a stool/chair (3) (i) Bedside tables (2) (j) Valet service (2) (k) Waste paper basket (2) (l) Mini bar (3) (m) Lamp shades (2) (n) Television with multi channels (2) (o) Telephone (3) (p) Computer data point (2) (q) Dinning table, with a minimum of four chairs (3) (r) Full length mirror (2) (s) Coffee table (2) (t) Study table (2) How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) 	70		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (3) or (c) Very clean (5) 			
	Maximum expected and actual score for the item	70		
11.6	Décor <ul style="list-style-type: none"> How would you rate the general impression of the décor? <ul style="list-style-type: none"> (a) Modest (2) or (b) Satisfactory (5) or (c) Very Good (10) Is the décor and colour scheme based on any specific theme? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How does the decor blend in with the social and cultural environment? <ul style="list-style-type: none"> (a) Blends fairly well (5) or (b) Blends well (10) or (c) Harmonious and luxurious (15) What floral arrangement(s) supplements the décor? <ul style="list-style-type: none"> (a) None (0) or (b) Artificial (3) or (c) Both artificial and natural (8) or (d) Natural (15) How would you describe the materials used for the décor? <ul style="list-style-type: none"> (a) Faded and unsightly (5) or (b) Moderate quality (8) or (c) High quality and in excellent condition (15) 	60		
	Maximum expected and actual score for the item	60		
11.7	Furnishings and Linen <p>Curtains</p> <ul style="list-style-type: none"> What is the size of curtains? (Minimum ratio should be 1: 2 ½ in width and stand at 5 cm above the floor). <ul style="list-style-type: none"> (a) Less than the minimum (2) or (b) At least the minimum (10) or (c) More than the minimum (15) 	70		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<p>Bed Linen</p> <ul style="list-style-type: none"> Assess the availability of the following:- <ul style="list-style-type: none"> (a) A minimum of two bed sheets of appropriate size? (5) (b) An under blanket and at least two top blankets or duvets? (5) (c) Two Pillows/two pillowcases? (5) (d) Mosquito nets? (5) How would you describe the quality of furnishings and linen? <ul style="list-style-type: none"> (a) Poor (1) or (b) Good (5) or (c) High (10) or (d) Very high (15) or (e) Excellent and luxurious (20) How would you describe the harmony and set up and colour scheme of the suite? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (10) or (c) Very Good (15) 			
	Maximum expected and actual score for the item	70		
11.8	<p>Ventilation and Lighting</p> <ul style="list-style-type: none"> What is the approximate ratio of the openable window space in relation to the floor area? <ul style="list-style-type: none"> (a) Less than 20% of the floor area (3) or (b) 20% of the floors area (5) or (c) 20% and more of the floor area (8) Asses the illumination fittings provided in the suite:- <ul style="list-style-type: none"> (a) Door entrance (3) (b) General illumination (3) (c) Bedside (3) (d) Dressing table (2) (e) Reading table (2) (f) Emergency lighting (3) (g) Kitchenette (2) (h) Dining area (2) (i) Boardroom (2) Is the general illumination conveniently controllable from:- <ul style="list-style-type: none"> (a) Door side switch (2) (b) Bedside switch (3) How would you describe the quality of the light fittings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 	40		
	Maximum expected and actual score for the item	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
11.9	Sound Proofing <ul style="list-style-type: none"> Are the rooms sound-proofed? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the effectiveness of soundproofing? <ul style="list-style-type: none"> (a) Fairly effective (10) or (b) Effective (15) or (c) Fully effective (20) 	30		
	Maximum expected and actual score for the item	30		
11.10	Information in Suites <ul style="list-style-type: none"> Is information on the following available in the rooms:- <ul style="list-style-type: none"> (a) Available services (2) (b) Hotel tariffs (2) (c) Emergency and fire exit procedures (2) (d) Hotel lien and liabilities (2) (e) Internal telephone directory (1) Is the information provided in the following languages? <ul style="list-style-type: none"> (a) Kiswahili (2) (b) English/French (2) (c) One other internationally recognized language (1) or (d) More than one other internationally recognized languages (2) How would you rate the presentation of the information provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (4) 	20		
	Maximum expected and actual score for the item	20		
11.11	Communication Systems <ul style="list-style-type: none"> Is there provision for internal communication in each bedroom? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the type of communication available:- <ul style="list-style-type: none"> (a) Manual (3) or (b) Electronic/Digital (5) How is the external communication system operated? <ul style="list-style-type: none"> (a) Through central switchboard (1) (b) Direct dial (3) (c) Hot Spot/Other (6) Are there extensions to other parts of the room? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> ▪ How would you rate the quality of the communication equipment and fittings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (7) • How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (5) or (c) Well maintained (10) • How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (1) or (b) Reasonable (5) or (c) Very clean (10) 			
	Maximum expected and actual score for the item	50		
11.12	Supplies in Suites	70		
	<ul style="list-style-type: none"> • Are the following supplies available:- <ul style="list-style-type: none"> (a) Safe and sealed drinking water (2) (b) Assorted glasses (2) (c) Bedside rug per guest (2) (d) Do Not Disturb sign (1) (e) Stationery with Hotel logo (5) (f) Newspapers (3) (g) Waste bin (2) (h) Appropriate insect repellent (2) (i) Laundry bags (1) (j) Air freshener (2) (k) Hot water bottle (3) (l) Extra pillows, blankets/duvets (4) (m) High quality Kitchenette utensils (3) (n) Assorted tissue papers (3) (o) Shoe bags (2) (p) Shoe polishing pads (2) (q) Sewing kit (3) (r) Disposable bedroom slippers (3) (s) Fresh/Natural flowers (4) (t) Assorted sweets, chocolates, mints (4) (u) Fresh fruits daily (4) (v) Ironing facilities (3) • How would you rate the quality and presentation of the supplies? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 			

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the adequacy and appropriateness of the supplies provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 			
	Maximum expected and actual score for the item	70		
11.13	Change of Linen <ul style="list-style-type: none"> How often is linen changed? <ul style="list-style-type: none"> (a) Daily, upon use (3) or (b) At the convenience of the guest (5) What is the Par stock of bed linen? <ul style="list-style-type: none"> (a) One (1) or (b) Two (3) or (c) Three or more (5) 	10		
	Maximum expected and actual score for the item	10		
11.14	Room Security <ul style="list-style-type: none"> How would you rate the strength of the door? <ul style="list-style-type: none"> (a) Weak (1) or (b) Moderate (3) or (c) Strong (5) Is the door security enhanced by:- <ul style="list-style-type: none"> (a) Automatic self-lock (3) (b) Double locking systems (3) (c) Door peep (3) How do you rate the quality of material and fittings used on doors? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (6) 	20		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	Maximum expected and actual score for the item	20		
11.15	Bathroom Size <ul style="list-style-type: none"> Please indicate the measurement in sq. m for bathroom <i>checked against specified sizes in the criteria</i> <ul style="list-style-type: none"> (a) At least 10 Sq.m (70) or (b) More than 10 sq m and spacious enough to accommodate a separate bathtub and shower? (90) 	90		
	Maximum expected and actual score for the item	90		
11.16	Bathroom Fittings, Equipment and Amenities <ul style="list-style-type: none"> Are the following available? <ul style="list-style-type: none"> a) Non-slip shower tray (2) b) Shower cubicle (3) c) Spacious bath tub (2) d) Jacuzzi (3) e) Grab rail (3) f) Splash guard (2) g) A shower with mixer (2) h) Telephone shower brackets (2) i) Water closet (3) j) Toilet paper holder (2) k) Hand wash basin with a wide top and hot as well as cold water (2) l) Full length mirror (2) m) Large Mirror (2) n) At least three towel rails (2) o) Clothes hook/hanger (2) p) Mechanical air extractor (3) q) Arabic shower (3) r) Bidet (3) s) Hair dryer fitting outlet (2) t) Hair dryers (3) u) Telephone extensions (2) v) Other facilities for senior citizens and physically challenged (4) w) Amenity tables and cabinets (3) x) Magnifying mirror (1) How would you rate the adequacy and appropriateness of the equipment provided? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) Are the provisions suitably arranged for ease of use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) 	80		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How do you rate the quality of materials and fittings? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Well maintained (5) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (4) or (c) Very clean (7) 			
	Maximum expected and actual score for the item	80		
11.17	Bathroom Supplies <ul style="list-style-type: none"> Are the following items available: <ul style="list-style-type: none"> (a) Sanitary bins and bags (2) (b) Well stocked Toiletry tray with appropriate amenities (3) (c) Soap (2) (d) Toilet paper (3) (e) Assorted tissue (2) (f) Hair dryer (3) (g) Water glasses (3) (h) Waste bin with lining (3) (i) Shower caps (2) (j) Non slip rug (3) (k) Bathrobes (2) (l) Slippers (2) How would you rate the quality and presentation of the supplies? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the adequacy and appropriateness of the supplies provided? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 	40		
	Maximum expected and actual score for the item	40		
11.18	Bathroom Floors, Walls and Ceilings <ul style="list-style-type: none"> How would you rate the suitability of the materials used on the floors, walls and ceilings? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair(2) or (b) Good (5) or (c) Very Good (10) 	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the quality of the materials used? <ul style="list-style-type: none"> (a) Modest (2) or (b) Good and attractive (5) or (c) High quality and luxurious (10) Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 2.5 m (0) or (b) 2.5 m and above (5) How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable state (5) or (c) Well maintained (7) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonably clean (5) or (c) Very clean (8) 			
	Maximum expected and actual score for the item	50		
11.19	Towels and Bathrobes <ul style="list-style-type: none"> Are the following categories of towels provided? <ul style="list-style-type: none"> (a) Bath towels (2) (b) Hand towels (2) (c) Face towels (2) (d) Bathrobes (2) (e) Bath mat (2) What are the sizes of the bath towels provided? <ul style="list-style-type: none"> (a) At least 60X120 mm (3) or (b) At least 80X120 mm (5) or (c) At least 80X150 mm and above (10) Are adequate sets of towels provided as per room types (For example; Double room 2 sets, etc)? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Are extra towels provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you describe the quality of towels and bathrobes? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (5) or (c) Very Good (10) How often are the bath towels changed? <ul style="list-style-type: none"> (a) Daily, upon use (3) or (b) On guest request (5) 	50		
	Maximum expected and actual score for the item	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
11.20	Lighting and Ventilation <ul style="list-style-type: none"> Assess the provision and effectiveness of the lighting system provided:- <ul style="list-style-type: none"> (a) Insufficient (5) or (b) Moderate (10) or (c) Sufficient (15) Assess the provision and effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Insufficient (5) or (b) Moderate (10) or (c) Sufficient (15) How would you describe the quality of the light fittings and finish in terms of style and elegance? <ul style="list-style-type: none"> (a) Fair (10) or (b) Good (20) or (c) Very Good (30) 	60		
	Maximum expected and actual score for the item	60		
11.21	Shaver Outlets and Sockets <ul style="list-style-type: none"> Are shaver outlets and sockets provided? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the voltage supply clearly indicated in AC or DC? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) How would you rate the quality and fitting of the outlets and sockets? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) 	30		
	Maximum expected and actual score for the item	30		
12.0	HYGIENE AND SANITATION			
12.1	Guest Cloakrooms <ul style="list-style-type: none"> How would you rate the provision of guest cloakrooms in relation to the Hotel capacity? <ul style="list-style-type: none"> (a) Inadequate (1) or (b) Adequate (3) How would you rate the quality and suitability of the materials used on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (6) 	60		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 1.5 m (0) or (b) 1.5 m (3) or (c) Above 1.5 m (5) Are the following fittings provided? <ul style="list-style-type: none"> (a) Hand wash basin with hot and cold running water (2) (b) Individual urinals with running water (2) (c) Appropriate hand drying facilities (2) (d) Hat and coat hooks (1) (e) Provisions for the physically challenged (2) (f) Mother and Child facilities (2) (g) Powder room (2) (h) Mirrors of appropriate size (1) How would you describe the quality of the fittings and finish? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (4) or (c) Very Good (7) Assess the provision and effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Insufficient (2) or (b) Moderate (4) or (c) Sufficient (6) Is there provision for gender segregation? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) Are the doors fitted with appropriate locks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) Are the following items available:- <ul style="list-style-type: none"> (a) Toilet paper (1) (b) Soap / detergent (1) (c) Lined sanitary bin with a lid (2) (d) Air fresheners (1) (e) Fresh flowers (2) Where applicable, does the entrance to the cloakrooms from adjacent rooms have air locks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (2) or (c) Well maintained (3) 			

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (2) or (c) Very clean (3) 			
	Maximum expected and actual score for the item	60		
12.2	Staff Changing/Wash Rooms <ul style="list-style-type: none"> Are the sizes of the changing rooms sufficient in relation to the number of staff? <ul style="list-style-type: none"> (a) Inadequate (1) or (b) Adequate (2) Is there provision for gender segregation? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (1) How would you rate the quality and suitability of the materials used and the finish on the floor, walls and ceiling? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (2) or (c) Very Good (3) Up to what height are the walls covered with appropriate materials? <ul style="list-style-type: none"> (a) Below 1.5 m (0) or (b) 1.5 m (1) or (c) Above 1.5 m (2) Are the following fittings provided? <ul style="list-style-type: none"> (a) WCs and showers, proportionate to the number of staff (2) (b) Hand wash basin with hot and cold running water (1) (c) Individual urinals with running water (1) (d) Appropriate hand drying facilities (1) (e) Sufficient lockers in relation to no. of staff (1) (f) Hat and coat hooks (1) (g) Provisions for the physically challenged (1) (h) Mirrors of appropriate size (1) (i) Benches/Chairs (1) How would you rate the effectiveness of the ventilation system provided:- <ul style="list-style-type: none"> (a) Insufficient (1) or (b) Moderate (2) or (c) Sufficient (3) Are the doors fitted with appropriate locks? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (1) Are the following items available:- <ul style="list-style-type: none"> (a) Toilet paper (1) (b) Soap / detergent dispensers (1) (c) Lined sanitary bin with a lid (1) (d) Air fresheners (1) 	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the state of repair? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (1) or (c) Well maintained (2) How would you rate the state of general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (1) or (c) Very clean (2) 			
	Maximum expected and actual score for the item	30		
12.3	Refuse Storage and Disposal <ul style="list-style-type: none"> Is there provision for appropriate refuse storage and disposal? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the refuse handling facility proportional to the amount of waste generated? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is there provision for separation of waste in terms of bio- degradable and non-biodegradable material? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How often is the waste material disposed of? <ul style="list-style-type: none"> (a) Weekly (1) or (b) Twice a week (2) or (c) Every other day (3) or (d) Daily (5) Is there refrigeration for putrifiable wastes? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is the area covered or roofed for protection from weather and animals? <ul style="list-style-type: none"> (a) Open space (1) or (b) Skip with no cover (2) or (c) Skip with cover (5) 	30		
	Maximum expected and actual score for the item	30		
12.4	Sewerage <ul style="list-style-type: none"> What type of sewerage system is in use? <ul style="list-style-type: none"> (a) Septic tanks (5) or (b) Connected to local area system (7) or (c) Bio-septic treatment (10) Is the sewerage system regularly inspected and in good working condition? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How environmentally friendly is the system? <ul style="list-style-type: none"> (a) Not environmentally friendly (0) or (b) Partially compliant (5) or (c) Environmentally compliant (10) 			
	Maximum expected and actual score for the item	30		
12.5	Vermin Proofing <ul style="list-style-type: none"> Is there a vermin control mechanism in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How efficient are the mechanisms of vermin control? <ul style="list-style-type: none"> (a) Fairly efficient (5) or (b) Efficient (10) or (c) Highly efficient (15) 	20		
	Maximum expected and actual score for the item	20		
12.6	Water Supply <ul style="list-style-type: none"> Is water supplied from an approved source? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (8) Is the water treated in conformity with standards set and recognized by an approved authority? <ul style="list-style-type: none"> (a) National/local water authority (3) (b) Own sources of water (5) Is bottled water approved by national bureaux of standards available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) 	20		
	Maximum expected and actual score for the item	20		
12.7	Water Storage <ul style="list-style-type: none"> Does the facility have water storage systems <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) What is the capacity and duration <ul style="list-style-type: none"> (a) One day (15) or (b) Two days (20) or (c) Three days (25) or (d) Five days (35) or (e) Seven days (45) 	50		
	Maximum expected and actual score for the item	50		
13.0	SAFETY AND SECURITY			
13.1	Fire Protection <ul style="list-style-type: none"> Are all materials used in the establishment fire resistant and/or retardant? <ul style="list-style-type: none"> (a) None compliant (0) or (b) Partially compliant (3) or (c) Fully complaint (6) 	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Are there fire detection and protection devices in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) Is there any effective fire alarm device (alarm/siren, voice alarm, light glow etc) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) Are the fire exit route directions clearly indicated? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (4) Are there designated evacuation assembly points? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) Are the following fire extinguishers provided in serviceable condition:- <ul style="list-style-type: none"> (a) Wet and dry risers (2) (b) Hose reels (1) (c) Fire hydrants (2) (d) Fire blanket (1) (e) Sand buckets (1) (f) Sprinklers (2) (g) Portable cylinders with colour coding and extinguishing agents (2) What additional fire fighting mechanisms are in place? <ul style="list-style-type: none"> (a) None (0) or (b) Contracted (2) Is all staff familiar with available fire fighting equipment and their use? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) Is there an in-house fire fighting team? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) If yes, how often does the in-house brigade carry out fire drill exercises? <ul style="list-style-type: none"> (a) once a year (1) or (b) twice a year (2) or (c) once every three months (3) 			
	Maximum expected and actual score for the item	40		
13.2	Electrical Safety	20		
	<ul style="list-style-type: none"> Are the electrical installations inspected regularly? (<i>Check for inspection certificate</i>) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) 			

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the quality and workmanship in the installation of electrical facilities? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 			
	Maximum expected and actual score for the item	20		
13.3	Security <ul style="list-style-type: none"> Does the establishment have a documented security policy in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the arrangements in place for control of movement into and out of the premises? <ul style="list-style-type: none"> (a) Poor (1) or (b) Good (3) or (c) Very Good (5) Is there a functional alarm system connected to a rapid response system? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the <i>efficiency</i> of the rapid response arrangements? <ul style="list-style-type: none"> (a) Inefficient (0) or <i>Fair</i> (b) Efficient (3) or (c) Very efficient (5) (<i>How practical?</i>) Does the Hotel have adequate, properly trained security staff? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you rate the level at which the security personnel are equipped in terms of communication and protection? <ul style="list-style-type: none"> (a) Poor (1) or (b) Fair (3) or (c) Good (5) Does the Hotel have a functional electronic surveillance system in place? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Does the Hotel have emergency/ security contacts? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 	40		
	Maximum expected and actual score for the item	40		
13.4	Emergency Power <ul style="list-style-type: none"> Is there provision for emergency power? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the efficiency of the emergency power supply? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) Does the emergency power supply cater for the following:- <ul style="list-style-type: none"> (a) Lighting to essential and public areas only (5) or (b) Lighting to all areas of the Hotel (7) or (c) Lighting to all areas of the Hotel including power supply to cover the entire functions of the Hotel (10) How would you describe the plant's state of repair? <ul style="list-style-type: none"> (a) Neglected(0) or (b) Reasonable (3) or (c) Well maintained(5) How would you rate the state of its general cleanliness? <ul style="list-style-type: none"> (a) Untidy (0) or (b) Reasonable (3) or (c) Very clean (5) 			
	Maximum expected and actual score for the item	40		
13.5	First Aid <ul style="list-style-type: none"> Are First Aid kits available and appropriately stocked? <ul style="list-style-type: none"> (a) Not available (0) or (b) Available but poorly stocked (2) or (c) Available and well stocked (4) Are the First Aid kits strategically located? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Where applicable, is anti snake venom serum available? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) Is there staff, trained on the administration of First Aid, on duty at all times? (ask for certification and test knowledge) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) Is there a Clinical Officer/Nurse/Doctor on call? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) 	20		
	Maximum expected and actual score for the item	20		
14.0	SUNDRY SERVICES			
14.1	Luggage, Lost and Found Room <ul style="list-style-type: none"> Is there designated room for safe keeping of luggage? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) 	10		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate the procedures and efficiency of the luggage storing and retrieval system in place? <ul style="list-style-type: none"> (a) Inefficient procedures (1) or (b) Efficient procedures (5) Are there laid down procedures for tracing and informing guests of left or lost items? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (3) 			
	Maximum expected and actual score for the item	10		
14.2	Shoe Shine <ul style="list-style-type: none"> Is there provision for shoeshine service? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 	10		
	Maximum expected and actual score for the item	10		
14.3	Baby Sitter <ul style="list-style-type: none"> Does the Hotel provide for baby-sitting services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 	10		
	Maximum expected and actual score for the item	10		
14.4	Room Service <ul style="list-style-type: none"> Is room service available? <ul style="list-style-type: none"> (a) 18 hour room service (15) or (b) 24 hour room service (20) 	20		
	Maximum expected and actual score for the item	20		
14.5	Laundry and Dry Cleaning Service <ul style="list-style-type: none"> Is there provision for laundry services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How long is the laundry delivery period? <ul style="list-style-type: none"> (a) Two days' (1) or (b) Following day (5) or (c) Same day (7) or (d) Express Service (10) Is there provision of dry cleaning services? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How long is the dry cleaning delivery period? <ul style="list-style-type: none"> (a) Two days' (1) or (b) Following day (5) or (c) Same day (7) or (d) Express Service (10) 	30		
	Maximum expected and actual score for the item	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
15.0	HUMAN RESOURCE			
15.1	Human Resource Policy <ul style="list-style-type: none"> Does the Hotel have a documented Human Resource Management Policy? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (2) If, yes, does the policy include the following:- <ul style="list-style-type: none"> (a) Organizational structure (3) (b) Staff terms and conditions of service (3) (c) Schemes of service (3) (d) Employee reward/incentive scheme(s) (3) (e) In-house training programmes (3) (f) External training programmes (3) 	20		
	Maximum expected and actual score for the item	20		
15.2	Professional Qualifications of Management Staff <ul style="list-style-type: none"> Is the establishment under the general management of qualified, certified and experienced professionals? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (15) How would you assess the qualifications of the management staff in relation to the organizational structure? <ul style="list-style-type: none"> (a) Untrained but experienced (15) or (b) Informally trained and experienced (20) or (c) Suitably trained and certified (30) or (d) Highly trained, experienced and certified (35) 	50		
	Maximum expected and actual score for the item	50		
15.3	Departmental Heads <ul style="list-style-type: none"> On the basis of the size of the establishment, is every Department headed by a suitably trained and experienced person? <ul style="list-style-type: none"> (a) Informally trained and experienced (25) or (b) Suitably trained and certified (35) or (c) Highly trained, experienced and certified (40) Is there a qualified person working as Duty Manager at all times? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 	50		
	Maximum expected and actual score for the item	50		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
15.4	Professional Qualifications of Operative Staff <ul style="list-style-type: none"> What proportions of operational staff possess professionally certified qualifications and appropriate experience from recognized institutions? <ul style="list-style-type: none"> (a) at least 40% (5) or (b) 50% (10) or (c) 70% (15) or (d) 80% (20) or (e) 90% (30) Indicate the proportion of staff under the following categories :- <ul style="list-style-type: none"> (a) Casual (30% or more) (3) or (b) Temporary (30% or more) (6) or (c) Permanent/Contract (50% and above) (20) How would you rate staff attitude/behaviour? <ul style="list-style-type: none"> (a) Negative (0) or (b) Positive (10) 	60		
	Maximum expected and actual score for the item	60		
15.5	Languages <ul style="list-style-type: none"> Do the Managers speak the following languages? <ul style="list-style-type: none"> (a) Kiswahili (4) (b) English/French (4) (c) Any other internationally recognizable and spoken language (4) Do the Assistant Managers/Head of Departments speak the following languages? <ul style="list-style-type: none"> (a) Kiswahili (4) (b) English/French (4) (c) Any other internationally recognizable and spoken language (4) Do the guest contact staff speak the following languages: <ul style="list-style-type: none"> (a) Kiswahili (5) (b) English/French (5) (c) Any other internationally recognizable and spoken language (6) 	40		
	Maximum expected and actual score for the item	40		
15.6	Health <ul style="list-style-type: none"> Are employees medically examined regularly in line with stipulated regulations? <i>(Should see proof)</i> <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 	10		
	Maximum expected and actual score for the item	10		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
15.7	Staff Uniforms <ul style="list-style-type: none"> Are there appropriate and different uniforms for each department? (a) No (0) or (b) Yes (20) Do staff wear well designed and fitted uniforms? (a) Poorly designed and ill fitting (1) or (b) Well designed and fitting (3) or (c) Excellent design and fitting (5) Does staff have name tags with designation? (a) No (0) or (b) Yes (5) How would you rate the quality of uniform? (a) Fair (3) or (b) Good (7) or (c) Very Good (10) 	40		
	Maximum expected and actual score for the item	40		
15.8	Personal Grooming <ul style="list-style-type: none"> How would you rate maintenance and cleanliness of uniform (a) Fair (1) or (b) Good (2) or (c) Very Good (3) How would you rate general personal cleanliness and hygiene of staff (nails style, nails cuts, hair do etc) (a) Fair (2) or (b) Good (3) or (c) Very Good (5) Are there mechanisms to ensure that staff is well groomed? (a) No (0) or (b) Yes (2) 	10		
	Maximum expected and actual score for the item	10		
15.9	Dinning and Recreational Facilities for Staff <ul style="list-style-type: none"> Is there provision for staff dining facilities? (a) No (0) or (b) Yes (6) Is the dining room adequate in relation to the number of staff? (a) No (0) or (b) Yes (5) How would you rate the ventilation and lighting of the staff dining room? (a) Fair (1) or (b) Good (3) or (c) Very Good (5) 	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you describe the appropriateness of the furniture in the staff dining room? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) How would you rate the quality of the equipment and utensils in the staff dining room? <ul style="list-style-type: none"> (a) Fair (1) or (b) Good (3) or (c) Very Good (5) What types of entertainment facilities are provided? <ul style="list-style-type: none"> (a) Radio (1) (b) Newspapers (1) (c) Television/video (2) 			
	Maximum expected and actual score for the item	30		
16.0	GENERAL			
16.1	Audio Visual	20		
	<ul style="list-style-type: none"> How would you rate the provision of audio and visual entertainment in public areas? <ul style="list-style-type: none"> (a) Simple and functional (7) or (b) Good variety and choice (10) or (c) Technologically advanced and sophisticated (20) 			
	Maximum expected and actual score for the item	20		
16.2	Lifts/Elevators	50		
	<ul style="list-style-type: none"> Where applicable, are lifts provided? (<i>Four storeys and above</i>) <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Is there provision for:- <ul style="list-style-type: none"> (a) Separate guest lift(s) (5) (b) Separate service lift(s) (5) (c) Lifts designed to cater for persons with disabilities (Where applicable) (5) (d) Useful information available in lift(s) (5) (e) Emergency communication facilities (5) How would you rate the efficiency and comfort of the lift(s)? <ul style="list-style-type: none"> (a) Functional (5) or (b) Efficient and comfortable (10) or (c) Efficient and luxurious (15) 			
	Maximum expected and actual score for the item	50		
16.3	General Stores	30		
	<ul style="list-style-type: none"> How would you rate the provision for receiving of supplies? <ul style="list-style-type: none"> (a) Off-loading area (1) (b) Inspection mechanisms (2) (c) Cleaning area (2) 			

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> How would you rate provision for general storage of supplies? <ul style="list-style-type: none"> (a) Limited (1) or (b) Satisfactory (2) or (c) Adequate/just in time practices (5) How would you rate the organization and professionalism in the storage system? <ul style="list-style-type: none"> (a) Segregation of different types of supplies (2) (b) Clear labelling of stores and items (2) (c) Provision of adequate and appropriate shelving (2) (d) Proper pallet(s) (2) (e) Cabinets (2) How would you rate the aeration mechanisms in the storage facilities? <ul style="list-style-type: none"> (a) Natural aeration (2) (b) Mechanical aeration with appropriate regulators (3) How would you rate the general level of hygiene and cleanliness in the storage facilities? <ul style="list-style-type: none"> (a) Neglected (0) or (b) Reasonable (3) or (c) Very clean (5) 			
	Maximum expected and actual score for the item	30		
16.4	‘Courtesy of Choice’ <ul style="list-style-type: none"> Is there provision for smoking and non-smoking areas? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you assess the implementation of courtesy of choice with respect to smoking? <ul style="list-style-type: none"> (a) No designation nor enforcement (0) or (b) Designated smoking areas (5) or (c) Non-smoking areas clearly indicated and enforced (15) 	20		
	Maximum expected and actual score for the item	20		
16.5	Parking Space <ul style="list-style-type: none"> How would you assess the provision for parking space for Hotel guests? <ul style="list-style-type: none"> (a) Insufficient (5) or (b) Adequate (10) or (c) More than adequate (20) 	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
	<ul style="list-style-type: none"> Does the Hotel provide designated parking facilities for persons with disabilities? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) 			
	Maximum expected and actual score for the item	30		
16.6	Shopping Facilities <ul style="list-style-type: none"> Does the Hotel provide for shopping facilities? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the quality of the shopping facilities? <ul style="list-style-type: none"> (a) Simple with modest selection (5) or (b) Good with a fair variety of products and services (10) or (c) Excellent with a wide selection of goods and services (20) 	30		
	Maximum expected and actual score for the item	30		
16.7	Taxi Services <ul style="list-style-type: none"> Is taxi service available? <ul style="list-style-type: none"> (a) None (0) or (b) On call (5) or (c) Appointed and on site, 24 hours (10) How would you describe the efficiency and organization of the taxi service? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) 	20		
	Maximum expected and actual score for the item	20		
16.8	Guest Transport Service <ul style="list-style-type: none"> Does the Hotel provide guest transport? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Is the transport service:- <ul style="list-style-type: none"> (a) Paid for (3) or (b) Complimentary (5) Is the transport service:- <ul style="list-style-type: none"> (a) On request (3) or (b) Scheduled (5) 	20		
	Maximum expected and actual score for the item	20		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
16.9	Entertainment and Recreation <ul style="list-style-type: none"> Does the Hotel provide entertainment and recreational facilities? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) How would you rate the variety of recreational facilities? <ul style="list-style-type: none"> (a) Modest range (3) or (b) Good variety (5) or (c) Very good range (10) How would you rate the variety of entertainment provided? <ul style="list-style-type: none"> (a) Modest (3) or (b) Good (5) or (c) Very Good (10) How would you rate the quality of entertainment and recreational facilities? <ul style="list-style-type: none"> (a) Fair (3) or (b) Good (5) or (c) Very Good (10) 	40		
	Maximum expected and actual score for the item	40		
16.10	Outdoor Areas <ul style="list-style-type: none"> How would you rate the immediate surroundings /environment? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good and attractive (10) or (c) Very good with a high degree of creativity (15) How would you rate the creativity of the gardening and landscaping? <ul style="list-style-type: none"> (a) Fair (5) or (b) Good (7) or (c) Very Good (10) How would you rate the maintenance of the immediate surroundings/environment? <ul style="list-style-type: none"> (a) Fair (5) or (b) Reasonable (10) or (c) Well maintained and manicured (15) 	40		
	Maximum expected and actual score for the item	40		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
16.11	Swimming Pool What is the size of the swimming pool (<i>minimum sqm</i>) (Where applicable) (a) Less than 100 sqm (1) or (b) 100 sqm (2) or (c) More than 100 sqm (3) • Are depths clearly marked and prominently displayed? (5) (a) No (0) or (b) Yes (7) • Is there treatment and filtration plant? (a) No (0) or (b) Yes (5) • Are the following poolside facilities provided? (a) Changing room (3) (b) Showers (3) (c) Toilets (3) (d) Furniture (3) (e) Mattresses (3) • Is there a separate area for children? (a) No (0) or (b) Yes (5) • Are there pool attendants/life guards suitably trained and experienced? (a) No (0) or (b) Yes (5) • How would you rate the quality and cleanliness of the swimming pool including its supplies and fittings? (a) Fair (1) or (b) Good (3) or (c) Very Good (5) • How would you rate the state of maintenance of the swimming pool including its supplies and fittings? (a) Fair (1) or (b) Good (3) or (c) Very Good (5)	50		
	Maximum expected and actual score for the item	50		
16.12	Hotel Insurance • Is the Hotel <i>comprehensively</i> insured? (a) None (0) (b) Partial (10) or (c) Comprehensive (30)	30		
	Maximum expected and actual score for the item	30		

SECTION	GUIDELINES	MAX	ACT	ASSESSOR 'S COMMENTS
16.13	Health Club <ul style="list-style-type: none"> Does the Hotel have provision for a health club? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (10) Are the following facilities provided at the health club? <ul style="list-style-type: none"> (a) Sauna and Steam bath (3) (b) Gymnasium (3) (c) Whirlpool/Jacuzzi (3) (d) Massage parlour (3) (e) Health <i>foods</i>/drinks (3) Is there a designated area where patrons relax after exercise? <ul style="list-style-type: none"> (a) No (0) or (b) Yes (5) How would you describe the quality of the facilities, fittings and equipment? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) How would you rate the state of repair and maintenance of the health club? <ul style="list-style-type: none"> (a) Fair (2) or (b) Good (3) or (c) Very Good (5) 	40		
	Maximum expected and actual score for the item	40		

CONFIRMATION

I, (FULL NAMES).....

TITLE/DESIGNATION.....

CONFIRM THAT THE ASSESSORS PHYSICALLY VISITED THIS ESTABLISHMENT, AND EVALUATED IT, IN MY PRESENCE

SIGNATURE.....DATE.....TIME.....

**EAST AFRICAN COMMUNITY
CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS
RESTAURANTS**

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION				
1.1. Site and Environment	Should be suitable for a restaurant and in harmony with the natural and built-up environment, in conformity with the local government regulations 20	Same as for Three Star 20	Same as for Three Star 20	
2.0 BUILDING				
2.1 Autonomy of Building	Should be easily accessible to the general public, with separate entrances to the restaurant and for deliveries. 20	Same as for Three star 20	Same as for Four star but should either be autonomous, semi-detached or with exclusive access. 40	
2.2 Design & Architectural Features	In conformity with the building codes and other existing building regulations, with	Same as for Three Star, but the architectural features and finish	Same as for Four star but the facade, architectural features,	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	claim to style and beauty and structurally sound. Should be well maintained, in harmony with the physical built-up, natural and cultural environment. 20	should be of higher standards 30	construction and finish in relation to the environment should be of high internationally recognized standards, with added functionality, safety, security and luxury. 40	
2.3 Capacity	Should have a minimum space of 1.5 sq m per person 40	Should have a minimum space of 1.75 sq m. 50	Should have a minimum space of 2 sq m. 60	
3.0 RECEPTION AREA				
3.1 Reception Area/Lounge	Not mandatory	At least a reception area should be available for receiving guests 30	Same as for Four star, but more elaborately furnished and luxurious, providing bitings. 40	
4.0 DINING AREA				
4.1 Furniture, Equipment and Accessories	Furniture should be adequate, comfortable and of good quality. Tableware, furnishings and linen should be clean, well-maintained and of good quality 60	Same as for Three star, but should be of higher quality and well placed 70	Same as for Four star, but of distinctively of higher quality and comfort 80	
4.2 Service Stations	Should be adequate and functional, in relation to the capacity of the restaurant 20	Same as for Three Star 20	Same as for Three Star 20	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Décor	Good decoration, with a distinctive theme and harmony of colours. 20	Good and pleasant decoration, with high quality furnishings and floral arrangement 40	Same as for Four star but of distinctively higher standards. Plants should be natural and fresh flowers be provided. 50	
4.4 Floors, Walls and Ceilings	Should be of good quality and well maintained. 20	Same as for Three star, but of higher quality material and finish 40	Same as for Four star, but of superior quality and luxurious. 50	
4.5 Lighting	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
4.6 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for One Three but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
5.0 SERVICE				

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.1 Service Staff	Should be adequate in number, suitably trained and well groomed, with legible name tags. 40	Same as for Three Star, but a good proportion of the staff should be able to communicate in Kiswahili and at least one other foreign language apart from English/French. 50	Same as for Four Star, but at least 80% of staff should be trained from recognized institutions. 60	
5.2 Menu	Priced menu cards available with a good selection of local and international dishes and option of at least a three course meal and a fair selection for beverages, from a suitably located dispense bar. 30	Same as for Three Star but with a wider selection and an option of at least a four course meal. 40	Same as for Four Star but with excellent international cuisine and option for a five course meal. 50	
5.3 Billing	System should be efficient and customer friendly 10	Same as for Three Star 10	Same as for Three Star 10	
6.0 ENTERTAINMENT				
6.1 Entertainment	Should be provided and in harmony with the social and cultural environment 20	Same as for Three Star but with a variety of entertainment, which could include live music and Multi-Channel TV 30	Same as for Four Star but with top range of entertainment 40	
7.0 BAR(S)				
7.1 General Features and Facilities	At least One bar should be conveniently located near the reception area/lounge or may be part of the restaurant. Spacious with good ambiance. Facilities to prepare non- stocked refreshments should be provided. 30	Same as for Three Star but should be more elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2., Floors, Walls,	Materials used and fittings should be well	Same as for Three Star but with	Same as for Four Star but with	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Ceilings and Décor	decorated, of fine finish, functional and well maintained. 40	excellent design and finish offering a higher degree of comfort. 60	luxurious finish and décor. 80	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, comfortable and of good quality. An ice-making machine of adequate capacity, a double bowl sink with bottle brush, hot and cold running water are essential. Should be of distinctively high quality. 50	Same as for Three Star, but luxurious. 70	Same as for Four Star but more elegant and luxurious. 70	
7.5 Beverage Cooling Systems	Adequate refrigeration /beverage cooling systems should be available and storage of wines should be done professionally. 20	Same as for Three Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Four Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks and should be of good quality and design. 20	Same as for Three Star but should be of high quality in design and finish. 30	Same as for Four Star but should be of excellent quality in design and finish. 40	

7.7 Selection of Drinks and Snacks	Adequate variety and wide selection of local and international beverages, wines, and snacks should be available. 30	Same as for Three Star but with a wider selection of beverage, wines and snacks of premium internationally re-known brands. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
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SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.0 KITCHEN				
8.1 Size	Kitchen, food stores and pantry should be 1/3 sq m per cover for restaurants of seating capacity of 100 persons and above, and ½ sq m for restaurants of less than 100 persons 40	Same as for Three Star, but the proportions should be ½ sq m and 2/3 sq m, respectively. 60	Same as for Four Star 60	
8.2 Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 30	Same as for One Star. 30	Same as for One Star, but with added provision for enhancement of service efficiency. 40	
8.3 Flow of Food Service	Where applicable, there should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 20	Same as for Three Star but with mechanisms for transmitting guest order information 30	Same as for Three Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries 30	Same as for Three Star but with sections clearly labeled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be adequate and of none rusty impervious materials. There should be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All should be kept in good and clean condition. 40	Same as for Three Star, but in addition, there should be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service. 60	Same as for Four Star, but of very high quality, with hot and cold running water for each section 80	

8.6 Hand Wash Basins	Should be conveniently located with hygienically operated taps, running hot and cold water, detergent dispensing machine and hand dryer. 10	Same as for Three Star but with high quality of fittings 20	Same as for Three Star 20	
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SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.7. Ventilation	A safe and efficient natural and /or mechanical fume and smoke extraction system should be provided. 40	Same as for Three Star 40	Same as for Three Star 40	
8.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation provided for conducive working environment. 10	Same as Three Star but with mechanisms to regulate temperature in different sections of the Kitchen 15	Same as for Four Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen 20	
8.9 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. Light fittings should be of good quality and tasteful to provide a pleasant ambience. 15	Same as for Three Star but light fittings should be of very high quality. 25	Same as for Four Star 25	
8.10 Waste Collection and Storage	Waste must be collected from the kitchen, on a regular basis and disposed of in line with environmental protection regulations. 20	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	

8.11 Drainage	<p>All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition, at all times.</p> <p>25</p>	<p>The same as for Three Star but with high quality fittings</p> <p>30</p>	<p>The same as for Four Star</p> <p>30</p>	
SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.12 Floors, Walls and Ceilings	<p>Should be of high quality, impervious non-slip, non-corrosive, materials of good finish and conducive to easy cleaning. The finish should be of good workmanship and well maintained. Excellent levels of hygiene should be observed. Walls should have glazed tiles with good grouting and floors should have a slight slope towards the drainage point. The junction between all vertical and horizontal floor and walls should be coved.</p> <p>30</p>	<p>Same as for Three Star but with high quality materials and finish.</p> <p>40</p>	<p>Same as for Four Star</p> <p>40</p>	
8.13 Food Storage	<p>A good store with adequate ventilation, and refrigeration facilities as well as shelving, pallets and cabinets should be provided. Separate compartments for different types of perishables and non-perishables should be provided and maintained in hygienic condition.</p> <p>40</p>	<p>Same as for Three Star</p> <p>40</p>	<p>Same as for Three Star, but in addition a chef's cold room, complete with enough compartments to store all specialized products, should be provided.</p> <p>60</p>	

8.14 Kitchen Staff	There should be suitably trained and experienced staff for each specialized section, supervised by a well-trained and experienced Chef. All staff should be well groomed and protective clothing and name tag should be provided and used. 40	Same as for Three Star, but the Chef should be assisted by a suitably qualified and experienced Sous Chef and specialized sections should be headed by competent Chef de Parties. 60	Same as for Four Star, but Chef should be qualified from a recognized institution, with relevant international experience. 80	
9.0 HYGIENE AND SANITATION				
9.1 Guest Cloakrooms	Should be adequate, well lit and properly	Same as Three Star but with high	Same as Four Star but in	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>ventilated and in proportion to the capacity of the restaurant. Gender segregation and privacy should be observed and indicated. The rooms should be clean, functional and well maintained. The following items should be provided and well maintained: -</p> <ul style="list-style-type: none"> -Functional soap dispenser -Disposable tissue, and/or electric hand drier -A hand wash basin hygienically operated and with running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hanger - Disabled facilities -Individual urinals with running water and drainage. - Arabic shower <p>The entrance to the cloakroom from adjacent rooms should have air locks.</p> <p>20</p>	<p>quality materials, fittings and finishing</p> <p>25</p>	<p>addition a well equipped powder room/dressing table should be provided.</p> <p>30</p>	
9.2 Staff Changing/Wash Rooms	<p>Segregated according to gender with adequate changing facilities, in proportion to the number of staff including lockers, full length mirror, hand wash basins, individual shower compartments, soap, WC with toilet papers, and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained.</p> <p>20</p>	<p>Same as for Three Star but with high quality materials, fittings and finishing</p> <p>25</p>	<p>Same as for Four Star but with excellent quality materials, fittings and finishing</p> <p>30</p>	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.3 Refuse Disposal	There should be refuse storage and disposal facilities which meet the local health standards and environmental regulation 15	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
9.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable; where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the building code and health as well as environmental regulations. 30	Same as for Three Star 30	Same as for Three Star 30	
9.5 Vermin Proofing	All areas of the restaurant should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects. 20	Same as for Three Star 20	Same as for Three Star 20	
9.6 Water Supply	Safe and consistent supply of water, conforming to local and WHO standards should be ensured. Individual water sources should be regularly treated and tested for quality by national authorities. 20	Same as for Three Star 20	Same as for Three Star 20	
10.0 SAFETY AND SECURITY				

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.1 Fire Protection	<p>All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention bye-laws. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms should be installed.</p> <p>All staff should be familiar with available fire fighting equipments and their use.</p> <p>Every establishment should have an in- house core fire fighting team appropriately trained. Fire drill exercises should be carried out regularly.</p> <p>The restaurant should be adequately insured against fire hazards.</p> <p>Statutory fire safety notices should be prominently displayed.</p> <p>20</p>	<p>Same as for Three Star but with smoke detectors installed.</p> <p>30</p>	<p>Same as for Four Star</p> <p>40</p>	
10.2 Electrical Safety	<p>All electrical facilities should be installed and maintained in accordance with applicable safety laws.</p> <p>15</p>	<p>Same as for Three Star but with high quality materials, fittings and finishing</p> <p>20</p>	<p>Same as for Four Star</p> <p>20</p>	
10.3 Security	<p>There should be adequate security arrangements including the following:-</p>	<p>Same as for Three Star Same as for One Star, but with more elaborate rapid response arrangements</p>	<p>Same as for Four Star, but in addition there should be a functional electronic</p>	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> A functional alarm system connected to external rapid response system; Adequate, properly trained and equipped security personnel. <p>20</p>	25	surveillance system in place. 30	
10.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply. 10	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 15	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system Star 20	
10.5 First Aid	Adequate First Aid Kits should be provided, with some staff properly trained in First Aid techniques and emergency handling. 15	Same as for Three Star but with fully equipped Kits. 20	Same as for Three Star 20	
10.6 Insurance	Restaurant should be covered by public liability insurance and other statutory insurance policies. 20	Same as for Three Star 20	Same as Three Star 20	
11.0 SUNDRY SERVICES				

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.1 Parking Area	Should be adequate, well lit and secure, within the vicinity of the restaurant 15	Same as for Three Star but well maintained 20	Same as for Four Star but with clearly marked parking bays/slots and an Attendant. 30	
11.2 Outdoor Area	Some landscaping should be done where space allows. 10	Same as for Three Star but tastefully done. 15	Same as for Four Star but with high level of creativity 20	
11.3 Function Area(s)	Facilities should be provided for private functions. 20	Same as for Three Star but should be separate from the dinning area 30	Same as for Four Star. 30	
11.4 Taxi Service	Should be available 10	Same as for Three Star 10	Same as for Three Star 10	
11.5 Facilities for the Physically Challenged	Should be appropriately provided 30	Same as for Three Star 30	Same as for Three Star 30	
12.0 HUMAN RESOURCE				
12.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for Three Star 20	Same as for Three Star 20	
12.2 Management	The restaurant should be under the management of a suitably trained person from a recognized institution. 40	Same as for Three Star, but the Manager should have relevant experience of at least two years. 50	Same as for Four Star, but should have proven evidence of a distinguished career in the profession. 60	
12.3 Professional	All operative staff should possess	Same as for Three Star but the	Same as for Four Star	Appropriate on-job training

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Qualifications of Operative Staff	professional qualifications and appropriate experience to maintain satisfactory services for guests. The proportion of professionally certified staff should be at least 70% 45	proportion of professionally certified staff should be at least 80% 50	but the proportion of professionally certified staff should be 90% 60	programmes should be formulated and maintained.
12..4 Languages	The Manager should have working knowledge of Kiswahili, English/French and one other widely spoken international language 20	Same as for Three Star. 20	Same as for Three Star 20	
12.5 Health	All staff should be medically fit and examined regularly in line with statutory health regulations. 10	Same as for Three Star 10	Same as for Three Star 10	
12.6 Dining Facilities for Staff	A clean eating place with appropriate furniture should be provided 10	Same as for Three Star 10	Same as for Three Star 10	
13.0 GENERAL				
13.1 ‘Courtesy of Choice’	‘Smoking’ and ‘Non-Smoking’ zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	

END

EAST AFRICAN COMMUNITY
CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

LODGES

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	Should be suitable for a Lodge. 10	Same as for One 10	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star. 20	
1.2 Site and Environment	The establishment should be in harmony with the natural and/or built up environment, and in conformity with the Building and development regulations applicable to the locality. The site should be safe from rain water floods and strong winds. 20	Same as for One Star 20	Same as One for Star but the location Should have added advantage in terms of scenery and/or, fauna and flora. 30	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and flora. 40	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and flora 50	Environmental Impact Assessment should be done before construction

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.0 BUILDING						
2.1 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.2 Capacity	The establishment should have at least five (5) lettable accommodation units. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
2.3 Corridors, Hallways, Staircases and Walkways	Should be in accordance with the Buildings Code, allow easy passage and be well lit at all times. Where applicable, safe side railings should be provided and well maintained 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment. 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality 50	
2.4 Site Signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as four star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.2 Information Service	<p>Appropriate and relevant guest information should be available, including:-</p> <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. All information should be in English, Kiswahili, and at least one other internationally recognizable language. <p>20</p>	<p>Same as One Star</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as One Star.</p> <p>20</p>	
3.3 Hours of Service	<p>They should be at least twelve (12).</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One star</p> <p>10</p>	
3.4 Paging Systems	<p>A simple functional paging system should be available</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Professional discrete paging system should be used.</p> <p>20</p>	<p>Same as for Three Star</p> <p>20</p>	<p>Same as for Three star</p> <p>20</p>	
3.5 Safe Deposit Service	<p>There should be arrangement to secure Guests' valuables.</p> <p>.20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Should be available, in the proportion of at least one Safe for every five rooms</p> <p>30</p>	<p>Individual safe deposit box should be provided in the guest rooms</p> <p>40</p>	<p>Same as for Three Star</p> <p>40</p>	<p>There should be sufficient arrangement for the safe keeping of large valuables.</p>
3.6 Foreign Exchange Services	<p>Foreign exchange services should be provided.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone 10	Same as for One Star 10	Same as for One Star but should include <i>internet</i> services. 20	Same as for Three Star. 20	Same as for Three Star 20	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Lodges and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene. 20	Same as for One Star 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of creativity. 30	Same as for Four Star but with distinctive creativity and impressive ambiance. 50	
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star 50	
5.0 FUNCTION ROOM(S)/AREA (S) (Briefings, Conferences, Banquets, etc)						
5.1 Features and Facilities	At least One multi-purpose room of not less than 1.5 sq m. per guest with good furniture to match the general standard of the establishment. 20	Same as for One Star. 20	Same as for One Star but with an average size of at least 2 sq.m. per guest bed, comfortably furnished, and well maintained. 30	Same as for Three Star but with high quality furniture, furnishings and fittings. 40	Same as for Four Star but of very high quality audiovisual and internet facilities. 50	
6.0 DINING ROOM/AREA						
6.1 Features and Facilities	At least One room, commensurate to the number of beds. Should be well furnished, ventilated, lit and maintained. 20	Same as for One Star, 20	Same as for One Star, but offering greater degree of comfort.. 30	Same as for Three Star, but offering considerable luxury and convenience. 40	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort 50	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for Two Star but all should be of superior quality. 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant. 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment and well maintained. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support good standards of cleanliness and hygiene 10	Same as for One Star but with high standards of cleanliness and hygiene. 20	Same as for One Star but with higher quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.6 Menu	A Menu with a modest selection of local and international dishes with at least three courses and a beverage list. 10	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich bar and wine list 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the dining room. 20	Same as for One Star. 20	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation 20	Same as for One Star but light and ventilation fittings should be of better quality 30	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice- making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 50	Same as for Four Star. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice. 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally reknown brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 50	Same as for Four Star. 50	
8.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	Same as for Three Star. 20	Same as for Three Star. 20	
8.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area. 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 20	Same as for Two Star but highly organized and departmentalized 25	Same as for Three Star but with sections clearly labelled. 30	Same as for Four Star but labelled and screened off where applicable. 40	
8.5 Equipment of Kitchen	Work tops should none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 50	Same as for Three Star but with high quality tools. 60	As for Four Star but with very high quality tools. 70	
8. 6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.8 Waste Collection and Storage	<p>There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals.</p> <ul style="list-style-type: none"> • All bins should be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis. <p>30</p>	Same as One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage	<p>All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times</p> <p>30</p>	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.10 Floors, Walls and Ceilings	<p>Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. High levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all</p>	Same as for One Star but with excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be	Same as for One Star but with high quality materials and finish.	Same as for Three Star	Same as for Three Star but with distinctly superior quality materials and finish.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	vertical and horizontal floor and walls and working surfaces should be coved 15	coved 20	25	25	30	
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 10	Same as for One Star but with controllable temperature gauges 15	Same as for Two Star but should have separate compartments for various food stuffs. 25	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 30	Same as Four Star 30	
8.12 Lighting	Should be adequate, natural and/or artificial, illumination. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	
9. 4. Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. • Ashtrays, waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • Telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a Computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	
9. 5 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly Higher quality.	Same as for Three Star but should be of much higher quality.	Same as for four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bedsheets, which can be tucked in. All beds should have under-blankets, Two bedsheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>30</p>	40	50	60	70	
9.6 Change of Linen	Should be should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Two Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at	Same as for One Star	Same as for One Star but with high quality material used.	Same as for Three Star but with a luxury touch in material, workmanship and finish.	Same as for four Star but of exceptionally high quality material and finish.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	all times. Doors and windows should be of quality material 20	 20	 30	 40	 50	
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as One Star. 30	
9.11 Information In Bedrooms	Literature covering services, internal telephone directory, Lodge Telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities should be well displayed. • All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.12 Bedroom Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- • Internal telephones which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points/hotspots 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for four Star but of excellent finish. 40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, “Do Not Disturb” sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies torch/lamp and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for four Star but with assorted chocolates and good selection of beverages and wines. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.0 GUEST BATHROOM						
10.1 Bathroom	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided. 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/ handicapped and senior citizens, should be provided.
10.4 Floors, Walls and Ceilings	Good impervious non- slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 20	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel. 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm. and should include a bathrobe. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Not essential	Minimum size should be not less than 24 sq. m. 30	Same as for Four Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.2 Regulation of Temperature	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be well stocked. Room service should be provided on 24 hour basis. 40	Same as for Four Star. 50	
11.4 Balconies/Terraces	Not applicable	Not applicable	Not applicable	Should have a terrace or balcony with appropriate furniture. 30	Same as for Four Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Not applicable	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 70	Same as for Four Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	
11.6 Décor	Not applicable	Not applicable	Not applicable	Good décor with quality decorations should be provided. They should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.7 Furnishings and Linen	Not applicable	Not applicable	Not applicable	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> •Should be well designed, in harmonized colour scheme. •Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under- blankets, two bed sheets and top blanket or duvet with appropriate pillows. •Mosquito net covering the entire bed and long enough to reach the floor. •Appropriate curtains and upholstery should be of excellent quality, finish and well maintained. <p>60</p>	<p>Same as for Four Star but materials and fittings should of excellent quality and luxurious.</p> <p>70</p>	
11.8 Lighting	Not applicable	Not applicable	Not applicable	<p>There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be</p>	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	40	
11.9 Sound Proofing	Not applicable	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Four Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exist procedures, etc, should be provided. • Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/French, and at least One other internationally recognizable language. 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centre should be provided.
11.11 Communication Systems	Not applicable	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- • Internal telephone connected to external	Same as for Four Star but with <i>internet</i> facilities provided on request.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				<p>network through the hotel switchboard, or direct dial, telephone extensions provided in all rooms of the Suite.</p> <ul style="list-style-type: none"> • Computer data points/hotspots. <p>40</p>	50	
11.12 Supplies in Suites	Not applicable	Not applicable	Not applicable	<p>Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp and match boxes, supplied. Tea/coffee tray together with good quality kitchen utensils, cutlery and crockery should be supplied, with a high quality assortment of supplies</p> <p>60</p>	<p>Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.</p> <p>70</p>	
11.13 Change of Linen	Not applicable	Not applicable	Not applicable	<p>Linen should be changed daily or at the convenience of the guests.</p> <p>40</p>	<p>Same as for Four Star</p> <p>40</p>	
11.14 Room Security	Not applicable	Not applicable	Not applicable	<p>The main door and windows should be of good quality weather resistant material and</p>	<p>Same as for Three Star but with functional electronic surveillance systems</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	20	
11.15 Bathroom Size	Not applicable	Not applicable	Not applicable	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone, shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided.	Same as for Four Star but luxurious amenity kit and toiletries should be provided	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				They should also have a shaver magnifying mirror and a shower cubicle. 30	40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Not applicable	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, face towels and bathrobes changed on a daily basis or at the convenience of the guests. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	Not applicable	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. • Electrical lighting should be of sufficient wattage.	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				<ul style="list-style-type: none"> Adequate socket outlets, indicating voltage should be provided. <p>Fittings and finish should be of superior quality.</p> <p>50</p>	60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	Not applicable	<p>High quality sockets and shaver outlets, indicating voltage should be provided.</p> <p>20</p>	<p>Same as for Four Star, but should be of superior quality and sufficient wattage.</p> <p>30</p>	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; Gender privacy should be assured and clearly indicated; All doors should be fitted with appropriate locks; All toilets should be clean and functional; The following should be provided and maintained:- <p>- Soap dispenser with soap,</p>	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star.	Same as for three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/handicapped; • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks. <p>40</p>	40	50	60	60	
12.2 Staff Changing/ Wash Rooms	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/handicapped should be provided. 	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	Where the staff resides on “premises” appropriate changing room facilities should be provided.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	Amenities should be in keeping with standards of the establishment. 30	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <ul style="list-style-type: none"> • Fire alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The Lodge must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Start 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	There should be adequate security arrangements including:- <ul style="list-style-type: none"> • Functional alarm system • Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; • Precaution Notices should be prominently displayed and legible at all times. 10	Same as for One Star 10	Same as for One Star, but with more elaborate rapid response arrangements 10	Same as for Three Star 15	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 20	
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Two Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours. 60	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in First Aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangements for a Doctor on call 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for Four Star 10	
14.3 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 18 hours. 20	Same as for One Star but should be available for 20 hours. 30	Same as for One Star but should be available for 24 hours. 40	
14.4 Laundry Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities.	Same as for One Star	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management,	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional	Same as for Four Star but in addition should have a Human Resources Development Manager.	It is recommended that all managers of accommodation establishments be members of national and/or international

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	qualifications in their respective fields. Comprehensive in- house training programmes should be in place. 40	50	professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a per son or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should posses certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili. 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized international languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star. 20	Same as for One Star, but should be of good quality. 30	Same as for One Star, but of very good quality. 40	Same as for One Star but of superior good quality. 50	
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.9 Staff Accommodation	Adequate accommodation with proper sanitary facilities should be provided to all staff. The facilities should be commensurate with the standards of the establishment. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.10 Dining Facilities	Dinning facilities of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.11 Recreational Facilities	Adequate recreational facilities should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16. 0 GENERAL						
16.1 ‘Courtesy of Choice’	Smoking and non- smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.2 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand-capped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 30	Same as for One Star 30	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 50	Same as for Three Stars 50	Same as for Three Stars 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.4 Service Station/ Garage	Functional 10	Functional 10	Should be provided and fully equipped 20	Same as for Three star 20	Same as for Three star 20	
16.5 Accommodation for Drivers	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general standards of the establishment. The facilities should be commensurate with the standards of the establishment. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star. 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities. 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 15	Same as for One Star 15	Same as for One Star 15	Same as for Three Star but with very good landscaping with aesthetic appeal. 20	Same as for Four Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.9 Swimming Pool	<p>Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:-</p> <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards <p>20</p>	<p>Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.</p> <p>20</p>	<p>Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children</p> <p>40</p>	<p>Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated</p> <p>50</p>	<p>Same as for Four Star.</p> <p>50</p>	
16.10 Insurance	<p>The establishment should be covered by public liability insurance and other statutory insurance policies.</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	
16.11 Health Club	<p>The establishment should be covered by public liability insurance and other statutory insurance policies.</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	

END

**EAST AFRICAN COMMUNITY
CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS**

MOTELS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
1.0 LOCATION				
1.1 Location	The establishment should be located along a highway, and its access should be suitable for a Motel. 15	Same as for One Star, but should be located for the convenience of long distance travellers. 20	Same as for Two Star t 20	
1.2 Site and Environment	It should be in harmony with the natural and/or built-up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as for One Star, but should blend in very well with the natural and/or built up environment 30	Appropriate authorities in member states should set aside the sites suitable for Motel building/development. Environmental Impact Assessment studies should be undertaken

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
1.3 Motel Service Station	The establishment should provide basic facilities and associated services, except where one exists within a reasonable distance 20	Same as for One Star but the range of facilities and services should be good. 30	Same as for Two Star, but with higher quality of facilities and services.. 40	This includes provision for garage and fuel services.
2.0 BUILDING				
2.1 Autonomy of Building	There should be separate and independent access for motel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star. 20	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical natural and cultural environment, and access to the rooms should ideally be through motorable access ways. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but architectural features and general construction of the building and its finish should be of high quality. 40	
2.3 Capacity	The motel should have at least ten (10) lettable accommodation units. 10	Same as for One Star. 10	Same as for One Star. 10	
2.4 Corridors, Staircases, Hallways and Walkways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from the weather. 15	Same as for One Star but with good finish and high quality materials used. 20	Same as for One Star but with better finish and higher quality materials used. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
2.5 Site Signage and Notices	Proper and clear signs and notices should be provided directing the traveler to different services.. 10	Same as for One Star 10	Same as for One Star 10	
3.0 FRONT OFFICE				
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 20	Same as One Star 20	Same as for One Star but a separate concierge service area should be provided 30	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. • All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 15	Same as One Star but the presentation of the information and quality of materials used should be done professionally 20	Same as for Two Star. 20	
3.3 Hours of Service	There should be a 24 hours" service. 20	Same as for One Star 20	Same as for One Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Same as for One Star. 10	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 30	Same as for One Star 30	Individual safe deposit box should be provided in the guest rooms 40	
3.6 Foreign Exchange Services	Foreign exchange service should be provided. 10	Same as for One Star 10	Same as for One Star 10	
3.7 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in one other internationally recognized language 20	
3.8 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)				
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 20	Same as for Two Star but exclusively designed for and used by guests. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	
4.3 Amenities and Accessories	The size and range of amenities and accessories should be proportionate to the size of the motel and the needs of Customers, including the disabled. 30	Same as for One Star but of better range and quality 40	Same as Two Star, but with greater range and higher quality. 50	
4.4 Décor	Should be simple, blending with the natural, social and cultural environment, of good quality, functional and well maintained. 30	Same as for One Star, but should bear a distinct theme and/or concept. 40	Same as for Two Star, but of higher quality, and distinctively richer décor. 50	
4.5 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	Same as for One Star. 40	Same as for One Star. 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, clean and well maintained. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but of higher quality materials and finish. 40	
4.7 Lighting	Should be adequate natural and/or artificial 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
4.8 Telephone Facilities	Depending on telecommunication services coverage, public telephone services should be available. 10	Same as for One Star. 10	Same as for One Star. 10	
4.9 Information	Relevant information should be available for guests. 20	Same as for One Star 20	Same as for One Star 20	
4.10 Refreshments	Should be available and easily accessible for 24 hours a day 20	Same as for One Star. 20	Same as for One Star. 20	
4.11 Minimum Size of Public Rooms	Should be as per the Building Code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	
5.0 RESTAURANTS				
5.1 Features and Facilities	At least one food service outlet, well furnished, ventilated, lit and maintained. 15	Same as for One Star but should be of better quality. 20	Same as for Two Star, but with a section providing proper and adequate full service seating facilities. 30	
5.2 Furniture, Equipment and Accessories	Should be functional, comfortable and appropriate, taking into account the needs of children and disabled/ handicapped persons. 40	Same as for One Star but should be of better quality. 50	Same as for Two Star but all should be of higher quality. 60	
5.3 Interior Décor	Should be modest with harmony of colours. 20	Same as for One Star 20	Same as for One Star but aesthetically more pleasant and of superior quality materials. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
5.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene. 15	Same as One Star, but should be of good quality materials. 20	Same as for Two Star but with high quality design, workmanship and finish. 30	
5.5. Menu	Priced menu and beverage list, with a selection of local and international dishes, should be appropriately displayed. 10	Same as for One Star but with better quality presentation and wider choice. 20	Same as for Two Star but with higher quality cuisine and more comprehensive beverage and wine list. 30	
5.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality. 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 40	
5.7 Service Stations	Should be well appointed and proportional to seating capacity 20	Same as for One Star. 20	Same as for One Star. 20	
5.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
6.0 BAR(S)				
6.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 20	Same as for One Star but with better quality materials. 25	Same as for Two Star but with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
6.2. Floors, Walls, Ceilings and Decor	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finishes and designs. 20	Same as for Two Star but with very high quality finishes. 30	
6.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	
6.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	
6.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of high quality. 30	Same as for Two Star but should be of higher quality, offering greater comfort. 40	
6.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	
6.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of high quality. 20	Same as for Two Star but should be of higher quality and design. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
6.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines and snacks. 30	
7.0 KITCHEN				
7.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but should not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	
7.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	
7.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area 30	Same as One Star 30	Same as for One Star. 30	
7.4 Organization of the Kitchen	There should be different and appropriate work-tops for cleaning, preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 40	Same as One Star. 40	Same as for One Star but highly organized and departmentalized. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
7.5 Equipment Of Kitchen	Work tops should be none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 30	Same as for One Star. 30	Same as for One Star, but each section should be provided with appropriate tools. 40	
7.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	
7.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	
7.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. • All bins should be lined with appropriate waste bags.	Same as One Star	Same as for One Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	Waste must be collected from the kitchen, on a regular basis. 30	30	30	
7.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no sewage system, it should be connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	
7.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a slit slope towards the drainage point and the junction between all vertical and horizontal surfaces should be coved. 20	Same as for One Star but with high quality materials and finish. 30	Same as for Two Star but with higher quality materials and finish. 40	
7.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 30	Same as for One Star 30	Same as for One Star but should have separate compartments for various food stuffs. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
7.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	
8.0 GUEST ROOMS				
8.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	
8.2. Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	Same as for One Star 40	Same as for One Star. 40	
8.3 Fittings, Furniture, and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. <ul style="list-style-type: none"> A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. Waste paper baskets, 	Same as for One Star but of high quality.	Same as for Two Star but of higher quality and should include a Computer data point/hotspots.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. 30	40	50	
8.4 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, Two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of higher quality. 50	
8.5 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	There should be a Par Stock of at least three pairs of sheets for each bed.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
8.6 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 30	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	
8.7 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. Doors and windows should be of quality material 15	Same as for One Star but with high quality material used. 20	Same as for Two Star but with higher quality material used. 30	
8.8 Lighting	There should be adequate natural lighting where window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 10	Same as for One Star but with better quality materials and fixtures. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	
8.9 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same as for One Star. 30	
8.10 Information in Bedrooms	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided.	Same as One Star but the presentation of the information and quality of materials used should be done professionally	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities should be well displayed. • All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. <p>15</p>	20	20	
8.11 Bedroom Communication Systems	<p>A bell, light signal or telephone should be provided in every room for internal communication</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star but in addition, the following should be provided:-</p> <ul style="list-style-type: none"> • Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points <p>20</p>	
8.12 Room Designation	<p>Should be numbered, lettered or otherwise designated with clear signage.</p> <p>10</p>	<p>Same as for One Star but in good quality fittings.</p> <p>15</p>	<p>Same as for Two Star but of better quality fittings.</p> <p>20</p>	
8.13 Room Security	<p>The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed.</p> <p>15</p>	<p>Same as for One Star, but with high quality fittings</p> <p>20</p>	<p>Same as for One Star, but with higher quality fittings</p> <p>30</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
8.14 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, “Do Not Disturb” sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	
9.0 GUEST BATHROOM				
9.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	
9.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	
9.3 Fittings, Equipment and Amenities	Should be modest, functional and include a shower with a mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, grab rail and non-slip shower tray. 20	Same as for One Star but with high quality materials, fittings, workmanship and finish 30	Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror, with suitable lighting for bath room use. Built-in bath tubs should be at least 160 cm. long. 40	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
9.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star, but with high quality material. 20	Same as for One Star, but with higher quality material. 30	
9.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star but of bigger size and better quality including a face towel. 15	Same as for Two Star but of higher quality and should include a wide variety in size, including a bathrobe. 20	
9.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	
9.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star but should be of good quality. 15	Same as for Two Star, but should be of superior quality. 20	
9.8 Supplies in the Bathroom	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
9.9 Sanitization	Bins, WC, hand wash basins, bath tubs and shower trays should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	
10.0 HYGIENE AND SANITATION				
10.1 Guest Cloakrooms	Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor. <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and lit; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the 	Same as for One Star but with high quality materials, fittings and finish	Same as for Two Star but with higher quality materials, fittings and finish	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>Disabled/handicapped;</p> <ul style="list-style-type: none"> • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks <p>15</p>	20	30	
10.2 Staff Changing/ Wash Rooms	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/Handicapped should be provided. <p>Amenities should be in keeping with the standards of the establishment</p> <p>15</p>	<p>Same as for One Star but with high quality materials, fittings and finish</p> <p>20</p>	<p>Same as for Two Star but with higher quality materials, fittings and finish</p> <p>30</p>	
10.3 Refuse Disposal	<p>Should meet the local health standards and environmental protection regulations</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star but with evidence for professional handling Same as for One Star</p> <p>30</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
10.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code and health as well as environmental protection regulations. 30	Same as for One Star 30	Same as for One Star 30	
10.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	
10.6 Water supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star 20	Same as for One Star. 20	
10.7 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown. 20	The storage capacity should be for at least three days. 30	The storage capacity should be for at least five days 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
11.0 SAFETY AND SECURITY				
11.1 Fire Protection	<p>All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.</p> <ul style="list-style-type: none"> • Fire alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The hotel must be insured against fire hazards. <p>20</p>	<p>Same as for One Star but fire detectors should be installed.</p> <p>30</p>	<p>Same as for Three Star but with smoke detectors and sprinklers installed.</p> <p>40</p>	
11.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>10</p>	<p>Same as for One Star but with high quality materials, fittings and workmanship</p> <p>15</p>	<p>Same as for Two Star but with higher quality materials, fittings and workmanship</p> <p>20</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
11.3 Security	Adequate arrangements, including a functional alarm system, as well as properly trained and equipped personnel should be in place. 15	Same as for One Star 15	Same as for One Star but connected to external rapid response system 20	
11.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply 30	Same as for One Star 30	Same as for One Star 30	
11.5 First Aid	Adequate Kits should be provided, with some of the staff on duty trained in its application techniques. 15	Same as for One Star but with a Clinical Officer on call. 20	Same as for One Star but with a Doctor on call. 30	
12.0 SUNDRY SERVICES				
12.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star 10	Same as for One Star 10	
12.2 Shoe Shine	Services should be available. 10	Same as for One Star 10	Same as for One Star 10	
12.3 Room Service	Room service available on request. 10	Same as for One Star but should be available for 18 hours 15	Same as for One Star but should be available for 24 hours 20	
12.4 Laundry and Dry Cleaning Services	Washing and ironing services provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star 10	Same as for One Star but dry cleaning should be arranged if not available. 20	There should be a Par stock of at least Three pairs of sheets for each bed.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
13.0 HUMAN RESOURCE				
13.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 25	Same as for One Star 25	Same as for One Star 25	
13.2 Management	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 35	Same as for One Star 35	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by one or more persons with similar training. Continuous training, including in-house programmes should be available. 45	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
13.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
13.4 Professional Qualifications of Operative Staff	<p>All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times.</p> <p>At least 40% of the staff should possess certified qualifications from recognized institutions.</p> <p>20</p>	<p>Same as for One Star but the proportion of professionally certified staff should be at least 50%</p> <p>35</p>	<p>Same as for One Star but the proportion of professionally certified staff should be at least 70%</p> <p>45</p>	<p>Appropriate on-job training programmes should be formulated and maintained.</p>
13.5 Languages	<p>Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel.</p> <p>The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili 20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili</p> <p>30</p>	
13.6 Health	<p>Staff should be medically examined regularly, in line with statutory health regulations.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	
13.7 Staff Uniforms	<p>Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, and should be provided. All staff should have name tags indicating designation.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
13.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 10	Same as for One Star. 10	Same as for One Star 10	
13.9 Dining and Recreational Facilities for Staff	A Dinning Room of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
14.0 GENERAL				
14.1 Audiovisual	Soft background or piped music should be available. 10	Same as for One Star. 10	Same as for One Star but with a multi channel TV 20	
14..2 ‘Courtesy of Choice’	„Smoking and „Non-Smoking” zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	
14.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	
14.4 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
14.5 Parking Facilities	Adequate and secure parking facility should be provided for guests. Disabled persons should be catered for. The number of parking spaces should be proportional to the size of the motel and in conformity with local/national building code. Covered parking will be an added advantage. 10	Same as for One Star but parking space should be clearly marked and well lit. 15	Same as for Two Star but with an Attendant. 20	
14.6 Shopping Facilities	A boutique/shop stocking items convenient for travelers should be available. 10	Same as for One Star 10	Same as for One Star 10	
14.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star. 10	Same as for One Star 10	
14.8 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star, but with adequate landscaping. 25	Same as for Two Star but with some degree of creativity 30	
14.9 Swimming Pool	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- •Treatment room and filtration plant •Beds and mattresses •Separate changing rooms for men and women should be	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.	Same as for Two Star but materials, structures, fixtures and equipment, should be of high quality	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>provided.</p> <ul style="list-style-type: none"> • A separate pool/area for children • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards <p>10</p>	20	25	
14.10 Motel Insurance	<p>Public liability insurance and other statutory insurance policies should cover motel.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	

END

EAST AFRICAN COMMUNITY
CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

TENTED CAMPS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	Should be suitable for a Tented camp. 10	Same as for One 10	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star. 20	
1.2 Site and Environment	The establishment should be in harmony with the natural environment, and in conformity with the building and development regulations applicable to the locality. The site should be safe from rain water floods and strong winds. 20	Same as for One Star 20	Same as One for Star but the location Should have added advantage in terms of scenery, and/or fauna and flora. 30	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and flora. 40	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and flora 50	Environmental Impact Assessment should be done before construction The dominant feature being Tented Camp

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.0 BUILDING						
2.1 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.2 Capacity	The establishment should have at least five (5) lettable accommodation units. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
2.3 Walkways, Hallways and Staircases	Should be in accordance with the Buildings Code, allow easy passage and be well lit, at all times. Where applicable, safe side railings should be provided and well maintained 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment. 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality 50	
2.4 Site signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3..0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as four star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.2 Information Services	<p>Appropriate and relevant guest information should be available, including:-</p> <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. <p>20</p>	<p>Same as One Star</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as One Star.</p> <p>20</p>	
3.3 Hours of Service	<p>They should be at least twelve (12).</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One star</p> <p>10</p>	
3.4 Paging Systems	<p>A simple functional paging system should be available</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Professional discrete paging system should be used.</p> <p>20</p>	<p>Same as for Three Star</p> <p>20</p>	<p>Same as for Three star</p> <p>20</p>	
3.5 Safe Deposit Service	<p>There should be arrangement to secure Guests' valuables.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Should be available, in the proportion of at least one Safe for every five rooms</p> <p>30</p>	<p>Individual safe deposit box should be provided in the guest rooms</p> <p>40</p>	<p>Same as for Three Star</p> <p>40</p>	<p>There should be sufficient arrangement for the safe keeping of large valuables.</p>

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star 20	
3.8 Languages	Guest contact staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but should also be able to communicate in at least one other internationally recognized language 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least a telephone 10	Same as for One Star 10	Same as for One Star but should include <i>internet</i> services. 20	Same as for Three Star. 20	Same as for Three Star 20	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Tented Camp and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Décor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star 20	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene. 20	Same as for One Star 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of creativity. 30	Same as for Four Star but with distinctive creativity and impressive ambiance. 50	Walls may or may not be existing
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge/public areas, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star 50	
5.0 FUNCTION ROOM/AREA (Briefings, Conferences, Banquets, etc)						
5.1 Features and Facilities	At least an area of not less than 1.5 sq m. per guest with functional furniture to match the general standard of the establishment. 10	Same as for One Star but with good furniture. 20	Same as for One Star but with an average size of at least 2 sq.m. per guest bed, comfortably furnished, and well maintained. 30	Same as for Three Star but with high quality furniture, furnishings and fittings. 40	Same as for Four Star but of very high quality audiovisual and internet facilities. 50	
6.0 DINING AREA						
6.1 Features and Facilities	At least one designated dining area, commensurate with the number of beds. Should be well furnished, ventilated and maintained 10	Same as for One Star, but should be of better quality. 20	Same as for two Star, but offering greater degree of comfort. 30	Same as for Three Star, but offering considerable luxury and convenience. 40	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort 50	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for Two Star but all should be of superior quality. 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant. 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment. and well maintained 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support high standard of cleanliness and hygiene 20	Same as for One Star. 20	Same as for One Star but with high quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Walls may or may not be existent
6.6 Menu	A Menu, with a modest selection of local and international dishes with at least three courses should be available. 10	Same as for One Star but with better selection, quality, presentation 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, of at least five courses and a rich wine list 40	Same as Four Star, but featuring excellent cuisine and very rich wine list. 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining area and or public area. 20	Same as for One Star. 20	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation. 20	Same as for One Star but light and ventilation fittings should be of better quality 30	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice- making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 50	Same as for Four Star. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, should be available. 10	Same as for One Star but with wide variety and choice. 20	Same as for Two Star but with a wider selection of beverage, wines and snacks, 30	Same as for Three Star but with premium internationally re- known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 50	Same as for Four Star. 50	
8. 2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	Same as for Three Star. 20	Same as for Three Star. 20	

8.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
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SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 20	Same as for Two Star but highly organized and departmentalized 25	Same as for Three Star but with sections clearly labelled. 30	Same as for Four Star but labelled and screened off where applicable. 40	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 50	Same as for Three Star but with high quality tools. 60	As for Four Star but with very high quality tools. 70	
8. 6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.8 Waste Collection and Storage	<p>There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals.</p> <ul style="list-style-type: none"> • All bins should be lined with appropriate waste bags. • Waste must be collected from the kitchen, on a regular basis. <p>30</p>	Same as One Star	Same as for One Star	Same as for One Star	Same as for One Star	
8.9. Drainage	<p>All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times</p> <p>30</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
8.10 Floors, Walls and Ceilings	<p>Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. High levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all</p>	Same as for One Star but with excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be	Same as for One Star but with high quality materials and finish.	Same as for Three Star	Same as for Three Star but with distinctly superior quality materials and finish.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	vertical and horizontal floor and walls and working surfaces should be coved 15	coved 20	 25	 25	 30	
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 10	Same as for One Star but with controllable temperature gauges 15	Same as for Two Star but should have separate compartments for various food stuffs. 25	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 30	Same as Four Star 30	
8.12 Lighting	Natural and/or artificial, illumination, should be adequate. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq.m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	Should be adequately spaced
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	
9. 4. Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. •A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided. •Waste paper baskets, luggage and shoe rack should be provided. •All lamps should be shaded 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a Computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request 60	Same as for Four Star but offering a high degree of luxury. 70	
9. 5 Furnishings and Linen	Appropriate Soft furnishings:- • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly Higher quality.	Same as for Three Star but should be of much higher quality.	Same as for four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	blankets, two bed sheets and top blanket or duvet with appropriate pillows. <ul style="list-style-type: none"> • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	40	50	60	70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Two Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. 20	Same as for One Star 20	Same as for One Star but with high quality material used. 30	Same as for Three Star but with a luxury touch in material, workmanship and finish. 40	Same as for four Star but of exceptionally high quality material and finish. 50	
9.9 Lighting	Design of tent should allow adequate natural lighting. One light fixture for each bed	Same as for One Star.	Same as for One Star but with additional light fixtures over the dressing table mirror.	Same as for Three Star but with high quality fittings.	Same as for Three Star but with much higher quality fittings.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	should be conveniently located. Bedside switch and emergency lighting should be provided. 20	20	Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	40	50	
9.10 Guest Privacy	Tents should be appropriately spaced to facilitate guest privacy and comfort. 30	Same for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as One Star. 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory, Tent telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. •Special notice regarding hotel lien and liabilities should be well displayed. •All information should be provided in Kiswahili, English and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.12 Internal Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- • Internal telephones that can be connected to external network, through the switchboard, or direct dial. • Computer data points/hotspots 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Tent Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for four Star but of excellent finish. 40	
9.14 Tent Security	Good quality and secure locking system on each entrance, providing maximum security, should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a higher degree of sophistication 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, “Do Not Disturb” sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies, Torch/lamp, and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for four Star but with assorted chocolates and good selection of beverages and wines. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.0 GUEST BATHROOM						
10.1 Bathroom (s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment and Amenities	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage.. 80	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
10.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 20	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel. 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm. and should include a bathrobe. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.6 Lighting and Ventilation	Should be effective natural/or artificial for convenience and comfort of the guests. 20	Same as for One Star but should be of high quality materials, fittings, workmanship and finish. 30	Same as for Two Star but of higher quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m. with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.2 Regulation of Temperature	Not essential	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	
11.3 Facilities and Amenities	Not essential	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should well stocked. Room service should be provided on 24 hour basis. 50	
11.4 Balconies/Terraces	Not essential	Not essential	Not essential	Not essential	Should have a terrace or balcony with appropriate furniture. 30	
11.5 Fittings and Furniture	Not essential	Not essential	Not essential	Not essential	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					should be of internationally recognizable quality. 70	
11.6 Décor	Not essential	Not essential	Not essential	Not essential	Good décor with quality decorations. Flowers and indoor plants should be tasteful and elegant with a touch of luxury. 60	
11.7 Furnishings and Linen	Not essential	Not essential	Not essential	Not essential	Appropriate Soft furnishings:- <ul style="list-style-type: none"> •Should be well designed, in harmonized colour scheme. •Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, Two bed sheets and top blanket or duvet with appropriate pillows. •Mosquito net covering the entire bed and long enough to reach the floor. •Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>They should also be of excellent quality</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					materials and luxurious. 70	
11.8 Lighting	Not essential	Not essential	Not essential	Not essential	Design of tent should allow adequate natural lighting. One light fixture for each bed should be conveniently located. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	
11.9 Guest Privacy	Not essential	Not essential	Not essential	Not essential	Tents should be appropriately spaced to facilitate guest privacy and comfort. 30	
11.10 Information in Suites	Not essential	Not essential	Not essential	Not essential	Literature covering services, internal telephone directory, menus, emergency and fire exist procedures, etc, should be provided. • Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English, and	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					at least One other internationally recognizable language. 20	
11.11 Communication Systems	Not essential	Not essential	Not essential	Not essential	A bell, light signal or telephone extensions should be provided in every room for internal communication. In addition, the following should be provided:- <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switchboard, or direct dial, • Telephone tariffs. • Computer data points/hotspots 50	
11.12 Supplies in Suites	Not essential	Not essential	Not essential	Not essential	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. In addition, all the	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					utensils, tools and accessories should be of very high quality. 70	
11.13 Change of Linen	Not essential	Not essential	Not essential	Not essential	Linen should be changed daily and/or at the convenience of the guest. 40	
11.14 Tent Security	Not essential	Not essential	Not essential	Not essential	Good quality and secure locks/locking system on each door providing maximum privacy should be installed. 20	
11.15 Bathroom Size	Not essential	Not essential	Not essential	Not essential	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin. 90	
11.16 Bathroom Fittings and Equipment	Not essential	Not essential	Not essential	Not essential	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. Should also have a shaver magnifying mirror and a shower cubicle All should be of very high quality. 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.17 Bathroom Supplies	Not essential	Not essential	Not essential	Not essential	<p>There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided.</p> <p>Should also have a shaver magnifying mirror and a shower cubicle.</p> <p>Luxurious amenity kit and toiletries should be provided</p> <p>40</p>	
11.18 Bathroom Floors, Walls and Ceilings	Not essential	Not essential	Not essential	Not essential	<p>Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of luxurious interior design, excellent materials, workmanship and finish.</p> <p>50</p>	
11.19 Towels and Bathrobes	Not essential	Not essential	Not essential	Not essential	<p>A minimum of two sets of high quality towels comprised of bath, hand, face towels and bathrobes changed on a daily basis, should be provided.</p> <p>50</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.20 Lighting and Ventilation	Not essential	Not essential	Not essential	Not essential	<p>Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom.</p> <p>Excellent and efficient natural ventilation and mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> • Electrical lighting should be of sufficient wattage. • Adequate socket outlets, indicating voltage should be provided. <p>Design and finish of fittings should reflect a much higher degree of luxury.</p> <p>60</p>	
11.21 Shaver Outlets and Sockets	Not essential	Not essential	Not essential	Not essential	<p>High quality sockets and shaver outlets, indicating voltage should be provided.</p> <p>30</p>	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non- slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be properly ventilated; • Gender privacy should 	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star.	Same as for three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>be assured and clearly indicated;</p> <ul style="list-style-type: none"> • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Coat hangers/hooks • Facilities for the Disabled/handicapped ; • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code <p>The entrance to the cloakrooms from adjacent rooms should have air locks.</p> <p>50</p>	50	60	60	60	
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	Where the staff reside on premises, changing rooms facilities should appropriately be limited.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, hand wash basin and mirrors. • Gender separation and privacy should be observed; • Facilities for the Disabled/handicapped should be provided. <p>Amenities should be in keeping with standards of the establishment</p> <p>30</p>	30	30	30	30	
12.3 Refuse Storage and Disposal	<p>Facilities should meet the local health standards and environmental protection regulations.</p> <p>20</p>	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	<p>Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection regulations.</p> <p>30</p>	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	<p>All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	properly protected against rats, snakes, insects and any other vermin 30	30	30	30	30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <ul style="list-style-type: none"> • Fire alarms should be installed; • All staff should be familiar with available 	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star	Same as for Three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>fire fighting equipment and their use;</p> <ul style="list-style-type: none"> • Fire drill exercises should be carried out regularly; • Every establishment should have an in- house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The establishment must be insured against fire hazards. <p>20</p>	30	40	40	40	
13.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star but with high quality materials, fittings and workmanship</p> <p>15</p>	<p>Same as for Three Star</p> <p>15</p>	<p>Same as for Three Star but with higher quality materials, fittings and workmanship</p> <p>20</p>	
13.3 Security	<p>There should be adequate security arrangements including:-</p> <ul style="list-style-type: none"> • Functional alarm system • Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; <p>Precaution Notices should be prominently displayed and legible at all times.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star, but with more elaborate rapid response arrangements</p> <p>15</p>	<p>Same as for Three Star</p> <p>15</p>	<p>Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.</p> <p>20</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main/usual supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Two Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours. 60	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in first aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangements for a Doctor on call 40	Same as for Four Star. 40	
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for Four Star 10	
14.3 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 18 hours. 20	Same as for One Star but should be available for 20 hours. 30	Same as for One Star but should be available for 24 hours. 40	
14.4 Laundry Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under professionally qualified person, certified by appropriate national authorities. 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in- house training programmes should be in place. 40	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one other of the widely recognized international languages 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one other of the recognized international language 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star. 20	Same as for One Star, but should be of good quality. 30	Same as for One Star, but of very good quality. 40	Same as for One Star but of superior good quality. 50	
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.9 Staff Accommodation	Adequate accommodation with proper sanitary facilities should be provided to all staff. The facilities should be commensurate with the standards of the establishment. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
15.10 Dining Facilities	A Dinning Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.11 Recreational Facilities	Adequate recreational facilities should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and non- smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.2 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handi-capped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16.4 Service Station/ Garage	Functional 10	Functional 10	Should be fully equipped 20	Same as for Three star 20	Same as for Three star 20	
16.5 Accommodation for Drivers	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general standards of the establishment. The facilities should be commensurate with the standards of the establishment. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star. 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities. 10	Same as for Three Star 10	Same as for Three Star 10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 15	Same as for One Star 15	Same as for One Star. 15	Same as for Three Star but with very good landscaping with aesthetic appeal. 20	Same as for Four Star 20	
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres. 40	Same as for Three Star but with a pool of not be of less than one hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star. 50	
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.11 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 15	Same as for One Star 15	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. 20	Same as for Three Star 20	Same as for Three Star but with a wider range of luxurious facilities 30	

END

EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS TOWN HOTELS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a Town Hotel. 10	Same as for One Star 10	Same as for One Star, but offering easy accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star. 20	
1.2 Site and Environment	The establishment should be in harmony with the natural and/or built up environment and in conformity with the building and development regulations applicable to the town. 20	Same as for One Star 20	Same as for One Star, but the locality and the environment including the out look should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Three Star, but the locality and the environment including the out look should be suitable for a hotel of high internationally recognizable standards 60	Appropriate authorities in member states should set aside sites suitable for hotel building/ development. Environmental assessment must be done

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor or private passages. 50	Same as for Three Star but in addition it should be semi- detached from other buildings. 60	Same as for Four Star but in addition the whole building should be completely detached from other buildings. 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical built up, natural, social and cultural environment. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but the architectural features and general construction of the building and its finish should be of better standards. 40	Same as for Three Star but the façade, architectural features, construction and finish of the building in relation to the environment should be of high standard, durable, safe and well maintained. 50	Same as for Four Star but should have elegant and distinctive features of a hotel of very high internationally recognizable standards and should have added functionality, safety, security and conducive to relaxation. 60	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units 10	Same as One Star. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	
2.4 Corridors, Staircases, Hallways and Walkways	Should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for stair cases. Should be well maintained, and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and with decoration. 20	Same as for Three Star but with high quality finishes, decoration and good maintenance. 30	Same as for Four Star but elegantly made with very high quality finish. 40	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star. 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation area should be provided to assist guests. 40	Same as Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.2 Information Services	<p>Appropriate and relevant guest information should be available, including:-</p> <ul style="list-style-type: none"> • Tourism service providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and Tariffs, and menus should be provided. • Special notice regarding the hotel lien should be displayed. All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. <p>20</p>	<p>Same as One Star</p> <p>20</p>	<p>Same as for One Star but with wider and varied information which include health, social and religious gatherings.</p> <p>30</p>	<p>Same as for Three Star.</p> <p>30</p>	<p>Same as Three Star.</p> <p>30</p>	
3.3 Hours of Service	<p>Should be twenty four (24).</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	
3.4 Paging Systems	<p>A simple, functional paging system should be available</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Professional discrete paging system should be used.</p> <p>20</p>	<p>Same as for Three Star.</p> <p>20</p>	<p>Same as for Three Star</p> <p>20</p>	
3.5 Safe Deposit Service	<p>Should be available, in the proportion of at least one box for every five rooms.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Individual safe deposit box should be provided in the guest rooms.</p> <p>40</p>	<p>Same as for Three Star.</p> <p>40</p>	<p>Same as for Three Star.</p> <p>40</p>	<p>There should be sufficient arrangement for the safe keeping of large valuables.</p>
3.6 Foreign Exchange Services	<p>Foreign exchange services should be provided.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.7 Concierge Services	Adequate number of bellboys should be available for twenty four (24) hours a day. 10	Same as for One Star 10	Same as for One Star 10	Same as for Three Star, but with doorman available. 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French and Kiswahili. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include a Business Center and Internet services. 30	Same as for Three Star but with fully equipped and spacious Business Center. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Amenities and Accessories	Should be adequate. The size and range of amenities and accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range, very high quality, excellent condition, very comfortable and well upholstered. 40	Same as for Four Star but generously furnished with highest standards in quality and attention to detail, comfort and elegance 50	
4.4 Décor	Should be adequate, functional, simple, blending with the natural and cultural environment, of good quality and well maintained 10	Same as for One Star but of recognizable theme/concept. 20	Same as for Two Star but should be of higher quality. 30	Same as for Three Star but should be of much higher quality and luxurious. 40	Same as for Four Star but offering a distinctively greater quality. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, permanent and impervious material and well maintained, reflecting high standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but should be of high quality materials and excellent finish. 40	Same as for Three Star but with a degree of luxury in the quality, materials, design, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality. 60	
4.7 Lighting	Should be adequate natural and/or artificial illumination 10	Same as for One Star but with better quality fittings. 20	Same as for Two Star but the fittings should be tasteful to provide a pleasant ambience. 30	Same as for Three Star but with very high quality standards of fittings and finish. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.8 Telephone Facilities	Public telephone services should be available. 10	Same as for One Star but with adequate and functional internal communication system. 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	
5.0 FUNCTION ROOMS: (Briefing, Conferences, Banquets etc.)						
5.1 Features and Facilities	At least One multi- purpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed, and well maintained. 40	Same as for Three Star but with at least One large room of not less 75 sq. m. and at least Two smaller Ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound decoration in addition, fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities. 70	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.0 RESTAURANT(S)						
6.1 Features and Facilities	At least One restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity. 20	Same as for One Star 20	Same as for One Star, but the seating capacity should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of the bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carte Menu should be available. 70	
6.2 Fittings, Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star 20	Same as for One Star but with walls, floors, ceiling and fittings of very good quality materials and finish. 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, this should be very well fitted and maintained. 50	Same as for Four Star but should be of excellent quality, design and finish. 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 20	Same as for One Star but with better quality presentation and choice. 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages. 30	Same as for Three Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 10	Same as for One Star. 10	Same as for One Star but more spacious with better ambience. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambience and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 50	Same as for Four Star but with luxurious finish and décor. 70	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Three Star but with high quality air conditioning systems 30	Same as for Four Star 30	
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice- making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 60	Same as for Four Star. 60	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally re- known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.0 KITCHEN(S)						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8. 6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. •All bins should be lined with appropriate waste bags. •Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times 30	30	30	30	30	
8.10 Floors, Walls, and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal surfaces should be coved 20	Same as for One Star 20	Same as for One Star but with high quality materials and finish. 40	Same as for Three Star 40	Same as for Three Star 40	
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 40	Same as for One Star 40	Same as for One Star but should have separate compartments for various foodstuffs. 60	Same as for Three Star 60	Same as Three Star. 60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Three Star but with high quality air conditioning systems 40	Same as for Four Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 40	
9. 4. Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. High density foam rubber, cotton and other high quality materials are recommended	Same as for One Star but of high quality.	Same as for Two Star but should include a computer data point/hotspots.	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request	Same as for Four Star but offering a high degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided. • Waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. <p>30</p>	40	50	60	70	
9. 5 Furnishings and Linen	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under- blankets, two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	should be of good quality, finish and well maintained. 30	40	50	60	70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or as requested by the guest 30	Same as for Four Star 30	
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Three Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls And Ceilings	Should be of good finish and well maintained. •Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. •Doors and windows should be of quality material. 20	Same as for One Star 20	Same as for One Star but with high quality material used. 30	Same as for Three Star but with a luxury touch in material, workmanship and finish. 40	Same as for Four Star but of exceptionally high quality material and finish. 50	
9.9 Lighting	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, should be provided. 20	Same as for One Star 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same as for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as One Star. 30	
9.11 Information In Bedrooms	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided. Special notice regarding hotel lien and liabilities should be well displayed. All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.12 Bedroom Communication System	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- • Internal telephones which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points/hotspots 30	Same as for Three Star but with extensions provided in bathrooms. 40	Same as for Four Star. 40	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for Four Star but of excellent finish. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/blanket, tea/coffee tray, and assorted tissue paper, Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star 60	
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3. Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably 10	Same as for One Star but with a large mirror. 10	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 20	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided 30	Same as for Four Star but with hair dryers and telephone extensions. 40	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	 40	 60	 70	 90	
10.4. Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 metres from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each 10	Same as for One Star 10	Same as for One Star but with addition of 20	Same as for Three Star 20	Same as for Three Four Star the quality and 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	bathroom: Ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10		sanitary bags, paper tissues and cotton pads. 20		range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basins, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Size	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m. 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be	Same as Three Star but mini bar should well stocked.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			available. Room service should be provided on 24 hour basis. 40	50	50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star 30	Same as for Three Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under- blankets, two bed 	Same as for Three Star but should be of excellent quality materials and fittings.	Same as for Four Star but materials and fittings should more luxurious.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			sheets and top blanket or duvet with appropriate pillows. <ul style="list-style-type: none"> • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. 50	60	70	
11.8 Lighting	Not applicable	Not applicable	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed for comfort and privacy of the guest. 30	Same as for Three Star 30	Same as for Three Star 30	
11.10 Information In Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory	Same as for Three Star	Same as for Three Star	Information concerning travel services directory covering such aspects

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>and Tariffs, menus, emergency and fire exist procedures, etc., should be provided.</p> <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/French, and at least One other internationally recognizable language. <p>20</p>	20	20	as excursion tours, postal services, business centres should be provided.
11.11 Communication Systems	Not applicable	Not applicable	<p>An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:-</p> <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switchboard, or direct dial. • Computer data points/hotspots <p>30</p>	Same as for Three Star but with telephone extensions provided in all rooms of the Suite.	Same as for Four Star but with <i>internet</i> facilities provided on request.	
11.12 Supplies in Suites	Not applicable	Not applicable	<p>Approved and sealed bottled drinking water supplied daily, bedside rug per guest, “Do Not Disturb” sign stationery, waste bin, appropriate insect repellent, ash trays, laundry bags, air freshening supplies,</p>	Same as for Three Star but with a high quality assortment of supplies	Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. 50	60	70	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. 10	Same as Three Star 10	Same as for Three Star 10	
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality.	Same as for Four Star but with palatial proportions.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			dryers and telephone. All should be of high quality. 50	60	80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, robes bathroom rug, shower caps, non-slip rug and slippers, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious non-slip materials should be used. The materials used to cover the walls should be of at least 2.5 metres from the floor, and be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality and a bathrobe provided. 40	Same as for Four Star but of superior quality. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.20 Bathroom Lighting and Ventilation	Not applicable	Not applicable	<p>Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom.</p> <p>Excellent and efficient natural ventilation and mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> • Electrical lighting should be of sufficient wattage. • Adequate socket outlets, indicating voltage should be provided. <p>40</p>	<p>Same as for Three Star but with superior quality fittings and finish.</p> <p>50</p>	<p>Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury.</p> <p>60</p>	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	<p>High quality sockets and shaver outlets, indicating voltage should be provided.</p> <p>20</p>	<p>Same as for Three Star, but should be of superior quality and sufficient wattage.</p> <p>30</p>	<p>Same as for Four Star</p> <p>30</p>	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non- slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; • Gender privacy should be assured and clearly indicated; 	Same as for One Star	<p>Same as for One Star but in addition fresh flowers or indoor plants should be provided.</p>	<p>Same as for Three Star but in addition a well equipped powder room should be provided.</p>	Same as for Four Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/handi-capped; • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks. <p>30</p>	30	50	60	60	
12.2 Staff Changing/ Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/handicapped should be provided <p>Amenities should be in keeping with standards of the establishment.</p> <p>30</p>	30	30	30	30	
12.3 Refuse Storage and Disposal	<p>Facilities should meet the local health standards and environmental protection regulations.</p> <p>20</p>	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	<p>Drainage should be connected to the sewage disposal of the town, where applicable. Where there is no sewerage system, the disposal should be in line with the Building Code and health regulations.</p> <p>30</p>	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	<p>The premises should be fumigated regularly in accordance with health regulations and properly protected against vermin</p> <p>20</p>	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	<p>There should be consistent supply of safe water conforming to local</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	 20	 20	 20	 20	
12.7 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 20	Same as for One Star 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. •Fire alarms should be installed; •All staff should be familiar with available fire fighting equipment and their use; •Fire drill exercises should be carried out regularly; •Every establishment should have an in-house core fire fighting team; •Statutory fire safety notices should be	Same as for One Star but fire detectors should be installed.	Same as for Two Star but with smoke detectors and sprinklers installed.	Same as for Three Star	Same as for Three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	prominently displayed in guest room and public areas; The hotel must be insured against fire hazards. 20	 30	 40	 40	 40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	There should be adequate security arrangements including the following:- •a functional alarm system connected to external rapid response system; •Adequate, properly trained and equipped security personnel. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 10	Same as for One Star. 10	Same as for One Star but with standby generator providing basic lighting in essential and public areas 20	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 30	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 40	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star. 20	Where necessary a Clinical Officer/Nurse should be available.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for Four Star 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	
14.5 Laundry and Dry Cleaning Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management	General management of the establishment should be under a qualified person, certified by	Same as for One Star	Same as for One Star but should be under the supervision of a person suitably trained	The hotel should be supervised by a highly trained and experienced person, assisted by	Same as for Four Star but in addition should have a Human Resources	It is recommended that all managers of accommodation establishments be

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Staff	appropriate national authorities. 20	20	and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	several persons with relevant professional qualifications in their respective fields. Comprehensive in- house training programmes should be in place. 40	Development Manager. 50	members of national and/or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili. 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized international languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star, but of very good quality. 30	Same as for One Star but of superior good quality. 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
15.9 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star 20	Same as for One Star but additional in door and out door entertainment facilities should be provided. 30	Same as for Three Star 30	Same as for Three Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.0 GENERAL						
16.1 Audio Visual	Music or radio should be available in public areas 10	Same as for One Star. 10	Same as for One Star but with multi channel TV 20	Same as for Three Star 20	Same as for Three Star 20	
16.2 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including the ground floor. The local building code should be applied 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features. 50	Same as for Four Star. 50	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16.4 'Courtesy of Choice'	Smoking and non- smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.5 Parking Space	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand-capped should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Not essential	Not essential	A boutique stocking items convenient for travellers, should be available. 20	Same as for Three Star but with wider variety of gifts and souvenir items. 30	Same as for Four Star. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.7 Taxi Services	Should be available on call 10	Same as for One Star 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest Transport Service	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.9 Entertainment and Recreation	Not essential	Not essential	Some form of entertainment should be provided. 20	Same as for Three Star but with a variety of entertainment, which could include live music 30	Same as for Four Star but with top range of entertainment 40	
16.10 Outdoor Areas	Not essential.	Not essential.	Where land is available, landscaping should be done and be well maintained. 30	Same as for Three Star but with very good landscaping with aesthetic appeal. 40	Same as for Four Star 40	
16.11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • A separate pool/area for children • Clear markings to indicate depth at 	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.	Same as for Two Star but should not be of less than seventy five (75) square metres,	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	different points •Suitably trained and equipped attendants/Life Guards 20	 20	 40	 50	 50	
16.12 Hotel Insurance	Hotel should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 20	Same as for One Star 20	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

END

EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS VACATION HOTELS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a Vacation Hotel. 10	Same as for One Star 10	Same as for One Star, but should be in close proximity to the main attraction to the area and offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star 20	Same as for Three Star 20	
1.2 Site and Environment	Its entrance should be suitable, in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as One Star but the locality and the environment including the outlook should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Four Star but the locality and the environment including the outlook should be suitable for a hotel of high internationally recognizable standards 60	Appropriate authorities in member states should set aside the sites suitable for hotel building/ development. Environmental assessment must be done.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor except for cottages. 50	Same as for Three Star, but in addition should be semi-detached from other buildings. 60	The whole building should be completely detached 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally sound. Should be in harmony with the physical built-up, natural, social and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units. 10	Same as One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
2.4 Corridors, Staircases, Hallways and Walkways	Corridors and staircases should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for staircases. Should be well maintained and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and some decoration. 20	Same as for three Star but with offering wider passage and with high quality finishes, decoration and maintenance. 30	Same as for Four Star but of very high quality 40	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as Four Star. 40	

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SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	Same as for Three Star but with a fully equipped Business Centre. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing facilities and materials should be available 30	Same as for Three Star but should be of greater range and higher quality 40	Same as for Two Star but should be of greater range and higher quality 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, of permanent and impervious material and well maintained. High standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Stars. Floors, walls and ceilings should be of high quality material, excellent finish and well maintained at all times. 40	Same as for Three Star but with a degree of luxury in the quality, material, designs, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality. 60	
4.7 Lighting	Should be adequate natural and/or artificial. 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Telephone Facilities	Public telephone services should be available. 10	Same as for One Star but with adequate and functional internal communication system. 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be, available in a wider range. 20	Same as for Three Star 20	Same as for Three Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge/area, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	
5.0 FUNCTION ROOM(S) (Briefings, Conferences, Banquets etc)						
5.1 Features and Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed and well maintained. 40	Same as for Three Star but with at least One large room of not less 75 sq. m. and at least two smaller ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound, and fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities. 70	
6.0 RESTAURANTS						
6.1 Features and Facilities	At least one restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity 20	Same as for One Star. 20	Same as for One Star but with a coffee shop and/or a snack bar. Total seating capacity, should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carté Menu should be available 70	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star. 20	Same as for One Star but with walls, floors, ceilings and fittings of very good quality materials and finish 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, then this should be very well fitted and maintained 50	Same as for Four Star but should be of excellent quality, design and finish 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 10	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, wide choice of both à la carte and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One tar. 10	Same as for One Star 10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least one bar, conveniently located near the restaurant and/or lounge, or may be part of the restaurant 20	Same as for One Star. 20	Same as for One Star but more spacious and with a better ambiance and facilities to prepare non-stocked refreshments. Where the bar is for residents only, a public bar should be provided. 30	Same as for Three Star but with at least two bars, all elegant and spacious 50	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 60	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 20	Same as for One Star but with more attractive decoration, tasteful finishes and designs. 30	Same as for Two Star but with very high quality finishes. 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 60	Same as for Four Star but with luxurious finish and décor. 80	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 30	Same as for One Star but should be of better quality. 40	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 50	Same as for Three Star, but with a touch of luxury. 70	Same as for Four Star. 70	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally re-known brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with the appropriate specialized tools. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.6. Hand Wash Basins Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. •All bins should be lined with appropriate waste bags. •Waste must be collected from the kitchen, on a regular basis. 30	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. •All bins should be lined with appropriate waste bags. •Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.9. Drainage All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage. All to be maintained in good working condition, at all times 30	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope (minimum 1 in 200) towards the drainage point and the junction between all vertical and horizontal surfaces should be coved	Same as for One Star	Same as for One Star but with high quality materials and finish.	Same as for Three Star	Same as for Three Star	
	20	20	40	40	40	
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available.	Same as for One Star but with controllable temperature gauges	Same as for Two Star but should have separate compartments for various food stuffs.	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs.	Same as Four Star	
	30	40	50	60	60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable.	Same as for One Star but light fittings should be of better quality	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance	Same as for Three Star but with very high quality standard of fittings and finish	Same as for Four Star	
	10	15	20	25	25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m.	Minimum size to be 12 sq.m.	Minimum size to be 15 sq.m.	Minimum size to be 20 sq.m.	Minimum size to be 25 sq.m.	Acoustically sound interconnecting doors in 10% of available rooms will attract full marks.
	20	20	30	40	50	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.0 GUEST ROOMS						
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 50	
9.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. •A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. •Waste paper baskets, luggage and shoe rack should be provided. •All lamps should be shaded •TV and telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provide, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.5 Furnishings and Linen	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length commencing at 5 cm. above the floor.</p> <ul style="list-style-type: none"> •Should be well designed, in harmonized colour scheme. •Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, two bed sheets and top blanket or duvet with appropriate pillows. •Mosquito net covering the entire bed and long enough to reach the floor. •Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>30</p>	<p>Same as for One Star but should be of high quality.</p> <p>40</p>	<p>Same as for Two Star but of significantly higher quality.</p> <p>50</p>	<p>Same as for Three Star but should be of much higher quality.</p> <p>60</p>	<p>Same as for Four Star but with a higher degree of luxury.</p> <p>70</p>	
9.6 Change of Linen	<p>Should be changed after every two nights of use or with every new guest.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Should be changed daily or as requested by the guest</p> <p>30</p>	<p>Same as for Four Star or as requested by the guest</p> <p>30</p>	<p>There should be a Par stock of at least three pairs of sheets for each bed.</p>
9.7. Décor	<p>Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained.</p> <p>20</p>	<p>Same as for One Star but tastefully presented.</p> <p>30</p>	<p>Same as for Two Star but with a wide range of decorations.</p> <p>40</p>	<p>Same as for Three Star but with a higher degree of sophistication</p> <p>50</p>	<p>Same as Four Star, but evidently more luxurious.</p> <p>60</p>	
9.8 Floors, Walls and Ceilings	<p>Should be of good finish and well maintained.</p> <ul style="list-style-type: none"> •Carpets where applicable, should be professionally fitted, with a good under lay 	<p>Same as for One Star</p>	<p>Same as for One Star but with high quality material used.</p>	<p>Same as for Three Star but with a luxury touch in material, workmanship and finish.</p>	<p>Same as for Four Star but of exceptionally high quality material and finish.</p>	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	and should be clean at all the times. •Doors and windows should be of quality material. 20	 20	 40	 50	 60	
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as One Star. 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory and Telephone tariffs, menus, emergency and fire exit procedures, etc., should be provided. •Special notice regarding hotel lien and liabilities should be well displayed. •All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.12 Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication	Same as for One Star	Same as for One Star but in addition, the following should be provided:-	Same as for Three Star but with extensions provided in bathrooms.	Same as for Four Star.	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	<ul style="list-style-type: none"> Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. Computer data points/hotspots 30	40	40	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for Four Star but of excellent finish. 40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air- freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star but with assorted chocolates 60	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
10.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of much higher quality. 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, bath room slippers, shower cap, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Minimum size should be not less than 24 sq. m. 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.2 Regulation of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as Three Star but mini bar should well stocked. 50	Same as for Four Star. 50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star. 30	Same as for Three Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.7 Furnishings and Linen	Not applicable	Not applicable	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length starting from 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, Two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>50</p>	<p>Same as for Three Star but should be of excellent quality materials and fittings.</p> <p>60</p>	<p>Same as for Four Star but materials and fittings should more luxurious.</p> <p>70</p>	
11.8 Lighting	Not applicable	Not applicable	<p>There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One</p>	Same as for Three Star.	Same as for Three Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	40	40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Three Star 30	Same as for Three Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory and tariffs, menus, emergency and fire exit procedures, etc., should be provided. • Special notice regarding hotel lien and liabilities must be well displayed. • All information should be provided in Kiswahili, English/French, and at least one other internationally recognizable language. 20	Same as for Three Star 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.11 Communication Systems	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switchboard, or direct dial. • Computer data points/hotspots. 30	Same as for Three Star but with telephone extensions provided in all rooms of the Suite. 40	Same as for Four Star but with <i>internet</i> facilities provided on request. 50	
11.12 Supplies in Suites	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, „Do Not Disturb” sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. 50	Same as for Three Star but with a high quality assortment of supplies 60	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality. 70	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. 40	Same as Three Star 40	Same as for Three Star 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be of not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. All should be of high quality. 50	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. • Electrical lighting should be of sufficient wattage. Adequate socket outlets, indicating voltage should be provided. 40	Same as for Three Star but with superior quality fittings and finish. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Three Star, but should be of superior quality and sufficient wattage. 30	Same as for Four Star 30	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/hand-capped; • Individual urinals with running water and 	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star but in addition a well equipped powder room should be provided.	Same as for Four Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>drainage should be available.</p> <ul style="list-style-type: none"> Toilets should follow the township buildings code <p>The entrance to the cloakrooms from adjacent rooms should have air locks</p> <p>30</p>	30	50	60	60	
12.2 Staff Changing/Wash Rooms	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> Should be provided with sufficient toilets, showers and individual lockers. Gender separation and privacy should be observed; Facilities for the Disabled/hand-capped should be provided. <p>Amenities should be in keeping with standards of the establishment.</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	
12.3 Refuse Storage and Disposal	<p>Facilities should meet the local health standards and environmental protection regulations.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star but with evidence for professional handling</p> <p>25</p>	<p>Same as for Four Star but with a higher display of professionalism</p> <p>30</p>	
12.4 Sewerage	<p>Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations.</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.7 Water Storage	Should be adequate to last for at least one (1) day, in case of supply breakdown. 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	Same as for Four Star 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. • Fire alarms should be installed; • All staff should be familiar	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Star	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>with available fire fighting equipment and their use;</p> <ul style="list-style-type: none"> • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The hotel must be insured against fire hazards. <p>20</p>	30	40	40	40	
13.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>10</p>	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	<p>There should be adequate security arrangements including the following:-</p> <ul style="list-style-type: none"> • a functional alarm system connected to external rapid response system; • adequate, properly trained and equipped security personnel. <p>20</p>	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	<p>There should be appropriate alternative sources of power, in case of failure of main supply.</p> <p>20</p>	Same as for One Star. 20	Same as for One Star but with standby generator providing basic lighting in essential and public areas 30	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 50	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 60	
13.5 First Aid	<p>Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques.</p> <p>10</p>	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star. 20	Where necessary, a Clinical Officer/Nurse should be available.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	Same as for Four Star 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 24 hrs. 20	Same as for Three Star 20	Same as for Three Star 20	
14.5 Laundry and Dry Cleaning Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in- house training programmes should be in place. 40	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one of the internationally recognized languages, in addition to English/French and Kiswahili. 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one of the internationally recognized languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star, but of very good quality. 30	Same as for One Star but of superior good quality. 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

<p>15.9 Dining and Recreational Facilities for Staff</p>	<p>A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided.</p>	<p>Same as for One Star</p>	<p>Same as for One Star but in addition other indoor and outdoor entertainment facilities should be provided.</p>	<p>Same as for Three Star</p>	<p>Same as for Three Star</p>	
	<p>20</p>	<p>20</p>	<p>30</p>	<p>30</p>	<p>30</p>	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.0 GENERAL						
16.1. Audio Visual	Soft background or piped music/radio should be available at public areas. 10	Same as for One Star. 10	Same as for One Star but with multi channel TV. 20	Same as for One Star 20	Same as for One Star 20	
16.2 ‘Courtesy of Choice’	„Smoking” and „Non- Smoking” zones should be identified and clearly indicated 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16. 4 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features 50	Same as for Four Star. 50	
16. 5 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand - capped should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Adequate shopping facilities should be available for purchase of toiletries, sports, wear, post cards etc.	Same as for One Star	Same as for One Star but with more varied items such as books, clothes, magazines etc. A gift shop and beauty	Same as for Three Star.	Same as for Three Star.	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	saloon is recommended. Drug store/pharmacy will be an added advantage. 20	20	20	
16. 7 Taxi Service	Should be available on call. 10	Same as for One Star. 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest Transport	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16. 9 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment and recreational facilities. 20	Same as for Three Star but with a variety of entertainment and recreational facilities, which should include sports and live band. 30	Same as for Four Star but with excellent recreational facilities. 40	
16.10 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star but with adequate landscaping. 30	Same as for Two Star but with good landscaping should be done, where space allows and be well maintained. 40	Same as for Three Star but with very good landscaping with aesthetic appeal should be done. 50	Same as for Four Star 50	
16. 11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum: -Treatment room and filtration plant - Beds and mattresses	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated	Same as for Four Star.	

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SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • Separate changing rooms for men and women should be provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards <p>20</p>	20	40	50	50	
16.12 Hotel Insurance	<p>Should be covered by a public liability insurance and other statutory insurance policies.</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	<p>Same as for One Star</p> <p>30</p>	
16.13 Health Club	<p>Optional, but where it exists, it should be well equipped with a suitably trained instructor.</p> <p>20</p>	<p>Same as for One Star</p> <p>20</p>	<p>Same as for One Star but with Steam bath, whirlpool and massage parlour provided.</p> <p>30</p>	<p>Same as for Three Star</p> <p>30</p>	<p>Same as for Three Star but with a wider range of luxurious facilities</p> <p>40</p>	

END

EAST AFRICAN COMMUNITY
CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

VILLAS, COTTAGES AND SERVICED APPARTMENTS

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for the development of villas or cottages or serviced apartments.. 10	Same as for One Star 10	Same as for One Star, but should offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star 20	Same as for Three Star 20	
1.2 Site and Environment	Should be in harmony with the natural and built-up environment and in conformity with the building and development regulations applicable to the locality 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star but the environment including the out look should be suitable for a facility of internationally recognizable standards 50	Same as for Four Star 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
2.0 BUILDING						
2.1 Autonomy of Building	Depending on the design and lay out of the establishment, there should be separation of traffic flow between guests and services. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing regulations, modest in style and beauty, and structurally sound. Should be well maintained and in harmony with the physical, natural and cultural environment. 20	Same as for One Star but with some claim to beauty and style 30	Same as for Two Star 30	Same as for Two Star but architectural features and general construction of the building (s) and its finish should be of high standards 40	Same as for Four Star but the façade, architectural features, construction and finish of the building (s) in relation to the environment should be of very high internationally recognizable standards and should have added functionality, safety, security and luxury. 50	
2.3 Signage	All public areas and guest rooms should be indicated in clearly numbered, lettered or other appropriate designation. 10	Same as for One Star but with quality materials, fittings and finish 15	Same as for Two Star but higher in quality of quality materials, fittings and finish 25	Same as for Three Star but of excellent quality. 35	Same as for Four Star but of luxurious finish. 40	
2.4 Capacity	May not have less than three (3) lettable rooms/units 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
2.5 Corridors, Staircases Hallways and Walkways	Where applicable, should allow easy passage, be well lit, and have side railings, with gentle slope for staircases. Should be well maintained and protected from the weather 20	Same as for One Star 20	Same as for One Star, but should be of good finish, and well decorated 30	Same as for Three Star, but reflecting high internationally recognized standards of style. 40	Same as for Four Star, but reflecting some degree of luxury and opulence. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
2.6 Lighting	Should be effective natural and/or artificial. 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but fixtures should be of high quality 20	Same as for Three 20	Same as for Three Star but fixtures should be more aesthetic 25	
2.7 Sound Proofing	Should be simple and functional. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One star but with added aesthetic features. 25	Same as for Four Star 25	
2.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star 20	
3.0 RECEPTION AREA						
3.1 Size	Should be as per the Building Code, in relation to the size of the establishment, and appropriately appointed. 10	Same as for One star 10	Same as for One star but should be more spacious. 20	Same as for Three Star 20	Same as for Three Star 20	
3.2 Furniture, Equipment and Furnishings	Should be simple and functional 20	Same as for One star 20	Same as for One Star but should be well furnished and equipped 30	Same as for Three Star but with excellent design, workmanship elegant finish and high degree of luxury 40	Same as for Four Star but with very high degree of luxury, ambiance and beauty 50	
3.3 Information	Relevant information should be available for guests. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
3.4 Communication Facilities	A bell, a light signal or telephone should be provided, in every unit for internal communication 20	Same as for One Star 20	Same as for One Star but should include external connectivity through a main switch or direct dial and tariffs for different destinations. 30	Same as for Three Star but should include <i>Internet</i> services. 40	Same as for Four Star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
4.0 LIVING ROOM/OBBY/LOUNGE						
4.1 Living Room/Lobby/Lounge	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Furniture and Equipment	A dinning table, with at least four chairs, a sofa set, coffee table, a study table, and a bookshelf. 10	Same as for One Star, but in addition a magazine racks a TV and sideboard should be provided. 20	Same as for Two Star, but all should be of good quality and a mini bar provided. 30	Same as for Three Star but in addition should have a video/CD player, an easy chair and a wall unit. 40	Same as for Four Star, but the range should more luxurious. 50	
4.4 Fittings and Furnishings	Should be of simple, functional and good quality material. 10	Same as for One Star but should be of better quality, good workmanship and finish. 20	Same as for Two Star, but with a safe deposit facility provided. 30	Same as for Three but with a computer data point provided. 40	Same as for Four Star, but all should be a very high luxurious quality. 50	
4.5 Décor	Should be of modest quality, with harmony of colours and well maintained. 10	Same as for One Star, but of superior quality. 20	Same as for Two Star but with quality pictures and decorations. 30	Same as for Three Star but with fresh flowers and indoor plants provided. 40	Same as for Four Star but should be more tasteful and elegant, with more attention to detail. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
4..6 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture at the door in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
5.0 KITCHENETTE						
5.1 Size	Should be at least 7½ sq.m, for every lettable unit. 30	Same as for One Star. 30	Same as for size Star. 30	Same as for One Star 30	Same as for One Star 30	
5.2 Furniture and Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate furniture, cooking equipment and utensils should be provided. All should be kept in good and clean condition. 15	Same as for One Star but should be of good quality 20	Same as for Two Star, but of higher quality materials and fixtures 25	Same as for Three star but more tastefully designed, with better quality materials and fixtures 30	Same as for Four Star 30	
5.3 Floors, Walls and Ceilings	Should be of non-slip impervious materials and conducive to easy cleaning. 20	Same as for One Star but should be of better quality materials and finish 30	Same as for Two Star but of superior quality materials and finish, 40	Same as for Three Star 40	Same as for Three but more luxurious. 50	
5.4 Lighting	Should be adequate, natural and/or artificial, with level of illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
6.0 BED ROOMS						
6.1 Size	Minimum size should be 12 sq.m, excluding the bathroom 20	Same as for One Star 20	Minimum size to be 15 sq.m, excluding the bathroom 30	Minimum size to be 20 sq.m., excluding the bathroom 40	Minimum size to be 25 sq.m., excluding the bathroom. 50	
6.2 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
6.3 Floors, Walls and Ceilings	Should be of good finish and well maintained. <ul style="list-style-type: none"> • Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. • Doors and windows should be of quality material. 20	Same as for One Star 20	Same as for One Star but with high quality material used. 40	Same as for Three Star but with a luxury touch in material, workmanship and finish. 50	Same as for Four Star but of exceptionally high quality material and finish. 60	
6.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. • Waste paper baskets, 	Same as for One Star but of high quality.	Same as for Two Star but should include a Computer data point.	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request.	Same as for Four Star but offering a high degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	luggage and shoe rack should be provided. <ul style="list-style-type: none"> All lamps should be shaded TV and telephone should be available. Mini bar 30	40	50	60	70	
6.5 Supplies	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air- freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star but with assorted chocolates 60	
6. 6 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> Should be well designed, in harmonized colour scheme. Bedding should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under- blankets, Two-bed sheets and top blanket or duvet with appropriate pillows. Mosquito net covering the entire bed and long enough to reach the floor. 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	40	50	60	70	
6.7 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or at the request of the guest 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
6.8 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 10	Same as for One Star 10	Same as for One Star but with better quality materials. 15	Same as for Three Star but with functional electronic surveillance systems 20	Same as for Four Star 20	
6.9 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	Same as for Two Star but with adequate decorations 50	Same as Four Star, but evidently more luxurious. 60	
7.0 BATHROOM(S)						
7.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
7.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
7.3 Lighting and Ventilation	Should provide adequate illumination suitable for the different bathroom uses. There should be effective natural and artificial ventilation 10	Same as for One Star but with improved materials, fittings, workmanship and finish. 20	Same as for Two Star but should be of better quality and include an efficient mechanical air extraction system 30	Same as for Three Star but with superior quality fittings. 40	Same as for Four Star 40	
7.4 Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with high quality materials, fittings, workmanship and finish 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of higher quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 80	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
7.5 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star. 20	Same as for One Star, but with better quality material. 30	Same as for Three Star, but with superior quality material. 40	Same as for Four Star. 40	
7.6 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
7.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
7.8 Supplies	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star but with a weighing scale provided 25	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
7.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
8.0 HYGIENE AND SANITATION						
8.1 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.2 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
8.3 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.4 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.5 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 15	Same as for One Star 15	Should be adequate to last for at least three (3) days. 20	Should be adequate to last for at least five (5) days. 25	Should be adequate to last for at least seven (7) days. 30	
9.0 SAFETY AND SECURITY						
9.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by- laws. <ul style="list-style-type: none"> • Fire alarms should be installed; • Staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; 	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Start	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Statutory fire safety notices should be prominently displayed in guest room and public areas; The establishment should be insured against fire hazards. <p>20</p>	30	40	40	40	
9.2 Electrical Safety	<p>All electrical installations should be well maintained in accordance with applicable electrical safety laws.</p> <p>20</p>	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
9.3 Emergency Power	<p>There should be appropriate alternative sources of power in case of failure of main supply</p> <p>20</p>	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
9.4 Security	<p>There should be adequate security arrangements including:-</p> <ul style="list-style-type: none"> Functional alarm system Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; Precaution Notices should be prominently displayed and legible at all times. <p>20</p>	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
9.5 First Aid	<p>Adequate Kits should be available on premises, with at least one member of staff on duty, trained in its application techniques.</p> <p>10</p>	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
10.0 SUNDRY SERVICES						
10.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. Porter services should be provided. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
10.2 Shoe Shine	Service should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	
10.3 Baby Sitter	Experienced baby sitter should be available with prior arrangement. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
10.4 Laundry and Dry Cleaning Services	Should be provided 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
11.0 HUMAN RESOURCE						
11.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
11.2 Professional Qualifications of Management Staff	The establishment should be under the supervision of a qualified person, certified by appropriate national authorities. 40	Same as for One Star 40	Same as for One Star but the Manager should be assisted by qualified and/or experienced personnel. 50	Same as for Three Star 50	Same as for Three Star 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
11.3 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 25	Same as for One Star but the proportion of professionally certified staff should be at least 70% 30	Same as for One Star but the proportion of professionally certified staff should be at least 80% 35	Same as for One Star but the proportion of professionally certified staff should be 90% 40	
11.4 Languages	The Manager should have a working knowledge of English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but in addition, the Manager should have a working knowledge of at least one other internationally recognized language. 30	Same as for Three Star. 30	Same as for Three Star but other Guest Contact staff should be able to communicate in more than one internationally recognized language. 40	
11.5 Health	Staff should be medically examined, regularly, in line with statutory health regulations 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
11.6 Staff Grooming	Should be well groomed in body and attire, with different uniforms for each functional area. Uniforms should be kept in good clean condition and in conformity with safety requirements, should be provided. All staff should have name tags, indicating designation. 30	Same as for One Star. 30	Same as for One Star but should be of good quality 40	Same of for Three Star but should be of very good quality. 50	Same as for Four Star 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
12.0 GENERAL						
12.1 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handi- capped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
12.2 Taxi Service	Should be available on call. 10	Same as for One Star. 10	An appointed taxi service should be available. 20	Same as for Three Star. 20	Same as for Three Star 20	
12.3 Shopping Facilities	A grocery shop stocking items essential for guests' should be within easy reach of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
12.4 Outdoor Areas	Where land is available, landscaping should be done and be well maintained 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but landscaping should have an aesthetic appeal. 30	Same as for Four star 30	
12.5 Swimming Pool	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- •Treatment room and filtration plant •Beds and mattresses •Separate changing rooms for men and women should be	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good.	Same as for Two Star but should not be of less than seventy five (75) square metres.	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	provided. • A separate pool/area for children • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 20	25	30	40	40	
12.6 Insurance	A public liability insurance and other statutory insurance policies should cover the establishment. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

END

Bibonywe kugira ngo bishyirwe ku mugereka w'Iteka rya Minisitiri n° 26 ryo ku wa 14/09/2016 rigena ibipimo ngenderwaho mu gushyira mu byiciro ibigo by'ubukerarugendo

Kigali, ku wa **14/09/2016**

(sé)

KANIMBA François
Minisitiri w'Ubucuruzi n'Inganda

Bibonywe kandi bishyizweho Ikirango cya Repubulika y'u Rwanda:

(sé)

BUSINGYE Johnston
Minisitiri w'Ubutabera/ Intumwa Nkuru ya Leta

Seen to be annexed to Ministerial Order n°26 of 14/09/2016 determining the standards for the grading of tourism entities

Kigali, on **14/09/2016**

(sé)

KANIMBA François
Minister of Trade and Industry

Seen and sealed with the Seal of the Republic:

(sé)

BUSINGYE Johnston
Minister of Justice/Attorney General

Vu pour être annexé à l'Arrêté Ministériel n°26 du 14/09/2016 déterminant les normes de classification des entités de tourisme

Kigali, le **14/09/2016**

(sé)

KANIMBA François
Ministre du Commerce et de l'Industrie

Vu et scellé du Sceau de la République:

(sé)

BUSINGYE Johnston
Ministre de la Justice/Garde des Sceaux