

# **Work diversity in Luxury Hotels**

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Bachelor's Thesis

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**SAVONIA UNIVERSITY OF APPLIED SCIENCES  
THESIS**

**Abstract**

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| <p>Summary</p> <p>Nowadays we are living in a world in which we can travel and work all around the globe. Meeting new cultures and working with them gets very common, nevertheless intercultural issues accrue as not everyone is conscious about every single of them.<br/>Especially working in the hospitality industry in which you will work with a lot of different nationalities respect, acceptance, integration and the willing to learn about culture are a must.</p> <p>The following thesis project will concentrate on different cultures, the problems a company/ department/ team can face and how to get along with different cultural differences. I would like to deepen my personal knowledge about handling different cultures as well to raise awareness to my surrounding. Regarding my future professional life the training development is a goal. Teaching my knowledge and experience, training and supporting new staff members during their orientation or for hotel openings.</p> <p>In this thesis following questions will be answered :<br/>How to avoid intercultural differences within the enterprise?<br/>How can you create more awareness and create acceptance, within a company/department/team?</p> <p>Goal of this project is it to soften intercultural issues same as building an agreeable team environment, with respect and acceptance.</p> <p>Throughout the project, the participants of my survey would agree to receive an education about different cultures and business codes. The research conducted nevertheless is not reliable as the individuals and the entire topic is very subjective and could change throughout time.<br/>This thesis is so not reliable for further investigations.</p> |  |                  |  |
| <p>Keywords<br/>Work Diversity, Culture, Intercultural Communications, Problems, Human Resource, Team Building</p>  |  |                  |  |

## CONTENTS

|       |   |    |
|-------|---|----|
| 1     | INTRODUCTION .....  | 4  |
| 2     | LUXURY HOTELS .....   | 5  |
| 2.1   | Official Star Ranking .....   | 5  |
| 2.2   | Legislation .....   | 6  |
| 2.3   | Customer Services.....  | 7  |
| 2.4   | Chains and Independent Hotel .....  | 9  |
| 3     | CULTURE .....   | 11 |
| 3.1   | Different ways to distinguish culture .....   | 13 |
| 3.2   | Misunderstanding religion .....   | 16 |
| 3.3   | Issues raised by culture .....  | 17 |
| 3.4   | Types of communication .....  | 19 |
| 4     | HUMAN RESOURCES .....   | 22 |
| 4.1   | Training .....  | 22 |
| 4.2   | Creating awareness of different cultures.....   | 26 |
| 4.3   | Motivation .....  | 28 |
| 4.4   | Work environment – Well-being of the team .....   | 30 |
| 5     | RESEARCH .....  | 32 |
| 5.1   | Qualitative research.....   | 32 |
| 5.2   | Results.....  | 33 |
| 5.2.1 | What is culture for you? .....  | 33 |
| 5.2.2 | Does everyone fit in to the Lewis Model? .....  | 35 |
| 5.2.3 | Sensitivity about cultures, of hoteliers .....  | 37 |
| 5.2.4 | Did the participants receive any training concerning cultural differences? .....                | 40 |
| 5.2.5 | Well-being at your work place, in what way does your own personality<br>empower the team? ..... | 41 |
| 5.3   | Summary .....   | 43 |
| 6     | CONCLUSION .....  | 44 |
| 7     | REFERENCES.....   | 45 |

## APPENDICES

- Appendix 1 United Arab Emirate, Dubai – 5 Star Criteria
- Appendix 2 Ireland – 5 Star Criteria
- Appendix 3 The Developmental Model of Intercultural Sensitivity
- Appendix 4 Orientation on workplace
- Appendix 5 Motivation
- Appendix 6 Well-being at Work
- Appendix 7 Survey

## 1 INTRODUCTION

Nowadays we are living in a world in which we can travel and work all around the globe, meeting new cultures and working with them gets very common, nevertheless intercultural issues accrue as not everyone is conscious about every single of them. In this thesis I will explain the what luxury hotels are and how culture affects the company in different ways. Major companies worldwide are fighting against discrimination and want to create a stable work environment for their employees. In the other hand hospitality companies don't want to disappoint their customers with misinformation.

In the first part of this thesis, I will concentrate on what is a luxury hotel? How are they classify and how are there different from another? Following topics will be about culture what is culture, can culture be classified and which are the problems which occur due culture? In the last part of the more theoretical part of my project I concentrate on the human resource department. The department which takes care of the employees and are responsible for the well-being of the company. How can the human resource department create more awareness of cultures and how to generate a good atmosphere.

In the last of my thesis, I conducted a survey. In the following I have asked and analyzed if the employees have experienced cultural differences in their company and how they have received training about the company about different cultures to have a smooth communication with guests and colleagues. As well I will analyze the participants sensitivity about their understanding of different cultures.

## 2 LUXURY HOTELS

A hotel is a commercial business which provides lodging, food and beverage and other guest services (BusinessDictionary.com, 2017). Generally, hotels are classified in different types of categories in star ranking, from one star to five stars (en.wikipedia.org, 2017), market class from economy to luxury, or business type, hostel to boutique hotel, for instance (strglobal.com, 2017).

Regarding these different classifications, what is considered to be a luxury hotel?

Responding this question, we first need to determine the word luxury.

In my personal definition, luxury is a state of mind in which you have no worries, are stress-free, happy, healthy, and grateful. According to the Oxford dictionary luxury is determined as, “*A state of great comfort or elegance, especially when involving great expense.*” (Oxford Dictionary, 2017). Concerning the definitions of hotel and luxury, a luxury hotel would be a place in which you are lodged in an elegant room, surrounded by unique and expensive features, where you have everything needed on spot, to have a pleasant a stress-free stay.

The general rule for a luxury hotel is, the higher the star ranking the more exclusive the hotel and the more expensive for the customer. Not only the hotel classification is determining the high level of a luxury hotel, but also the staff and their customer service skills are a huge asset for a luxury property. Service and staff members are the ones creating the reputation to a hotel.

### 2.1 Official Star Ranking

Booking.com offered 202.842 hotels (Schaal, 2012) around, the world and numbers have raised today the 21<sup>st</sup> March 2017, Booking.com offers 1.180.081 properties around the globe (Booking.com,2017). This shows a huge demand, in the hospitality industry. The properties listed on Booking.com are not all the hotels on the planet, but I will use their numbers as an estimation of properties today.

All of these, 1.180.081 hotel properties are being ranked in an international base of hotel ranking, from one star to five star properties. One star is the lowest level and five star the highest, this is based on the basic knowledge of everyone single one of us. The amount, of stars is given by the legislation of hotel property, origin and needs to

fulfill the requirements given. In other words, there is no international ranking on this world due to different standards and articles in the legislation.

The adaptation of a global star ranking failed by the WHR, World Hotel Ranking ([en.wikipedia.org](http://en.wikipedia.org), 2017), but was never realized due to the different standards of the star ranking between countries.

Since 2004, the European Union is working on an international hotel legislation for the hotel ranking, within the Union; Twenty-nine countries are already part of this organization called, HOTREC, Hotel, Restaurant and Cafés in Europe ([Hotrec.eu](http://Hotrec.eu), 2017), in which they started Hotelstars Union ([Hotelstars.eu](http://Hotelstars.eu), 2017), for a harmonized hotel classification.

## 2.2 Legislation

Depending on the legislation, hotels will have to fulfill different requirements to receive stars. These are based on the origin of the hotel and not of the headquarters of the organization.

The legislation is linked to law a constitution, for this reason every government and their department of tourism have different requirements for the hotel classification. As there is no globalization in the ranking system, there is none in the legislation. Different countries have various legal systems: United Arab Emirates are ruled under the Sharia ([Dubai.usconsulate.gov](http://Dubai.usconsulate.gov), 2005), United States of America under the Common Law and Luxembourg under the Civil Law (Dörrbecker, 2015) and have different laws concerning safety, food and beverage and lodging.

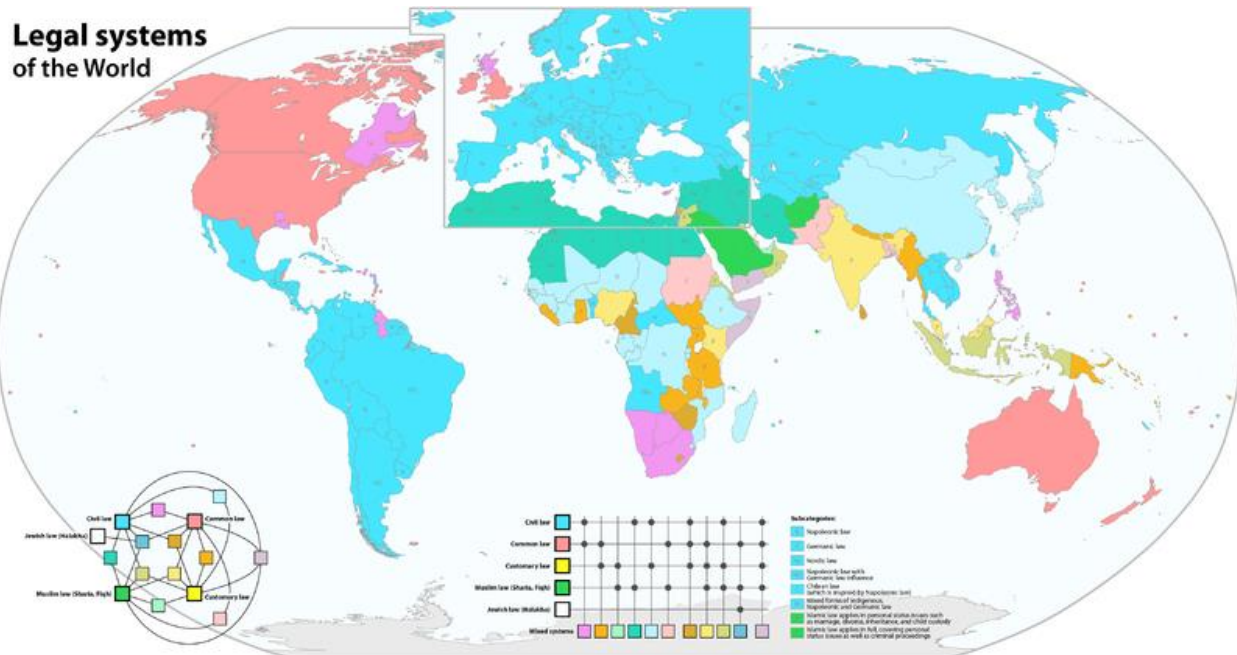


FIGURE 1: Legal systems of the world, (Dörrbecker, 2015)

The economy of the country and living standards also influence the requirements of the ranking and legislation of the tourism department, so are the requirements in the legislation for five-star hotel in the United Arab Emirates more exclusive as in Ireland. The five-star criteria from the United Arab Emirate, Dubai, are so more detailed compared to the criteria of Ireland. All the requirements for the official hotel star ranking can be found in the tourism department of the country and are different from each other. The services requested so depend on the requirement given. Minimum requirements for the amenities by the British legislation for a luxury hotel have been 24 hours' reception and in room dining, several restaurants, business facilities, concierge service, swimming pool and a gym (Amey, 2015). The level of service required is as important then staff member education to fulfill every customer's wishes.

### 2.3 Customer Services

By definition customer service, is the assistance provided from a staff member towards a client, who uses or receives a company's good or service (Oxford, 2017). This exact statement is why every hotel is different from each other, this is the key in hospitality industry (McCann, 2013). No matter if you have one-star or five-star the most important factor is the smile on your customers face and the experience she/he will have while staying in the lodging property.

The higher the ranking of the hotel, the more exclusive the service to be expected. This is related to education, motivation, and passion, of the employee. Working in a luxury

hotel so requires, a basic of higher education. In case the base is insufficient, the employee would receive a training by the company hired (Kuma, 2011). To project the best picture in the customer service, brand such as Waldorf Astoria by Hilton Worldwide (Waldorfastoria3.hilton.com, 2017) or Ritz-Carlton by Marriott (The Ritz-Carlton, 2017) provide orientation seminars, in which the employees will receive training with the values of the company, the way to address and interact with the customer.

Depending if the staff member is working in front or back of the house the contact with the guest varies. Front of the house, is the part of the hotel in, which the employee has direct contact with the customer. Unlike the front of the house, the back of the house employees are taking care about production, cleanliness and administration of the organization, and barely come in contact with the client. Nevertheless, both front and back of the house need to master good customer service (Blunt, 2015.)



## 2.4 Chains and Independent Hotel

Major companies run the hospitality industry, for instance Hilton Worldwide (Hilton-worldwide.com, 2017), Marriott (Marriott.com, 2017), Accor (Accorhotels.com, 2017) and Four Seasons (Fourseasons.com, 2017) to keep it short. Collins dictionary defines a chain by group of hotels owned by the same company or owner (Collinsdictionary.com, 2017). These major companies own several hotel groups, which are considered being their hotel chain.



FIGURE 2: Hilton Worldwide Brand, (Hiltonhonors3.hilton.com, 2017)

Hilton Worldwide, for instance has 14 different hotel groups, as the figure shows. These hotel groups are both a chain and brand. A brand is a unique design, word, picture, or the combination, which have been created to identify a product (BusinessDictionary.com, 2017). Different brands serve different target markets, leisure travelers, business travelers, solo travelers, economy oriented or luxury.

Hilton Worldwide for instance has three different luxury, lifestyle brands, four full service properties, three focused service, three all-suites and one vacation ownership hotel group (Hiltonhonors3.hilton.com, 2017) and covers all kinds of market segments.

The hospitality industry is not only built by major hospitality brands. There are also some hotels which aren't part of a chain, called independent hotel (Hotel Management Company - Hospitality Group - Xotels Ltd., 2017). Independent hotels can be as exclusive as luxury brand hotels, as Shangri La or Burj Al Arab for instance. Best example for an independent hotel is the Eau Palm Beach Resort & Spa in Florida, United States of America (Kestner, 2016). A brand is so not determining being part of the luxury world. There is much more behind which needs to be required in being a luxury hotel, such

as ranking and customer service. To be more visible on the market independent hotels form referral groups, these are a corporation between several hotels.

### 3 CULTURE

Different cultures, have various ways of life. Culture can so be defined as a mentality, habitude, language, belief, music, art, and social behavior of a society or movement (Oxford Dictionary, 2017), (Zimmermann, 2015). In larger hospitality companies, it is very common to work with different people from around the world, often this can become a challenge in your work life due to misinformation, miscommunication, and pre-judgment. According the definition, the term culture is very broad and wage, so it can be effected by language you speak, the place of origin, the place had you currently life or places you have lived, and the experience you have made; this makes everyone different from each other.

The following images shows different way, how culture can be interpreted:



PICTURE 1. German Travel Guide, (Shutterstock, 2017)

Often culture is seen, as nationality or place of origin. Due to this fact, some people have created stereotypes, which is an oversimplified picture of a particular, area, person or object (Oxford Dictionary, 2017).

PICTURE 1, shows Germany in a nutshell, but this is not what country really looks like. I approve that the building represented, will be visible for tourist, in the location told. Clothing is different than shown, a German citizen is not wearing trades on a daily base, these used to be worn at traditional occasions, such as the Oktoberfest or at a wedding for instance. The taste of food is different in every nation, Germany has their national dishes, which are known about, Pretzels, Weisswurst or Currywurst, but isn't not love by everyone. A visitor should nevertheless try the foods to have a better impression of the German life, as they are experiencing the country. Every individual is so different from each other, so are the Germans. This is only a big picture, in which some of it is true and other statements are completely over exaggerated.



PICTURE 2 The Eiffel Tower in the heart of Paris, (Restaurants-toureiffel.com, 2016)

Art is a significant part of culture. Many of us nowadays are travelling around the world to appreciate art in various ways; it can be an object such as a painting, sculpture, building or any kind of performance such as dance or theater. Art is linked to history as most pieces of art come from different periods and have different influences for their creation. (Oxford Dictionary, 2017.)

Eiffel tower, got created for an art exhibition and is still standing today, 29<sup>th</sup> of March 2017. Millions of people are traveling to Paris, to see the marvelous monument. What would Paris, look like without it? In my opinion, something would be missing. The tower became part of the city, country, and the world. Culture is also related to symbols and historical marks.

### 3.1 Different ways to distinguish culture

Due to the globalization, everyone is confronted with cultural differences. Different lifestyles can create tension, as not everyone is aware of all of them. Values, communication style, concept of space and time, vary between individuals (Analytictech.com, 2015.,Uniteforsight.org, 2015.)

Values are national characteristic, core beliefs of your way of life, which includes religion. In a larger luxury hotel, different communication patterns can be spotted, while some individuals are very talkative and share their experience others are better listener and not as communicative. These different ways of communicating with each other can be based on your own culture and your proper behaviour. Same as communication your impression of space and time vary from different areas of the world. For one space is important and you should consider their personal space, for other space is relative and are physically very close to each other to talk, for instance. Just like space, the sense of time can be very different between people. In some countries time is golden and you should be punctual, for others time is just a symbol and is not considered as strict. These values, communication and concepts can create issues among us all. (Crossculture.com, 2017.)

How can you distinguish cultural profiles?

Distinguishing culture is not an easy topic, as everyone is different from each other it is difficult to split them in different groups and to put them in one model. Dozens of cross cultural experts have tried to create different dimensions, but none of them is answering the question correctly. In the 90ies the Lewis Model got developed. Richard Lewis came to conclusion that you can split humans in three different categories, depending on their personal behaviour. The aim of the model is to create a better understanding of different types of behaviours and to create awareness for cultural differences. The model helps you to identify, what type of cultural behaviour you have and to understand others. This may help you in different situations in your private and professional life. (Lewis, 2015.)

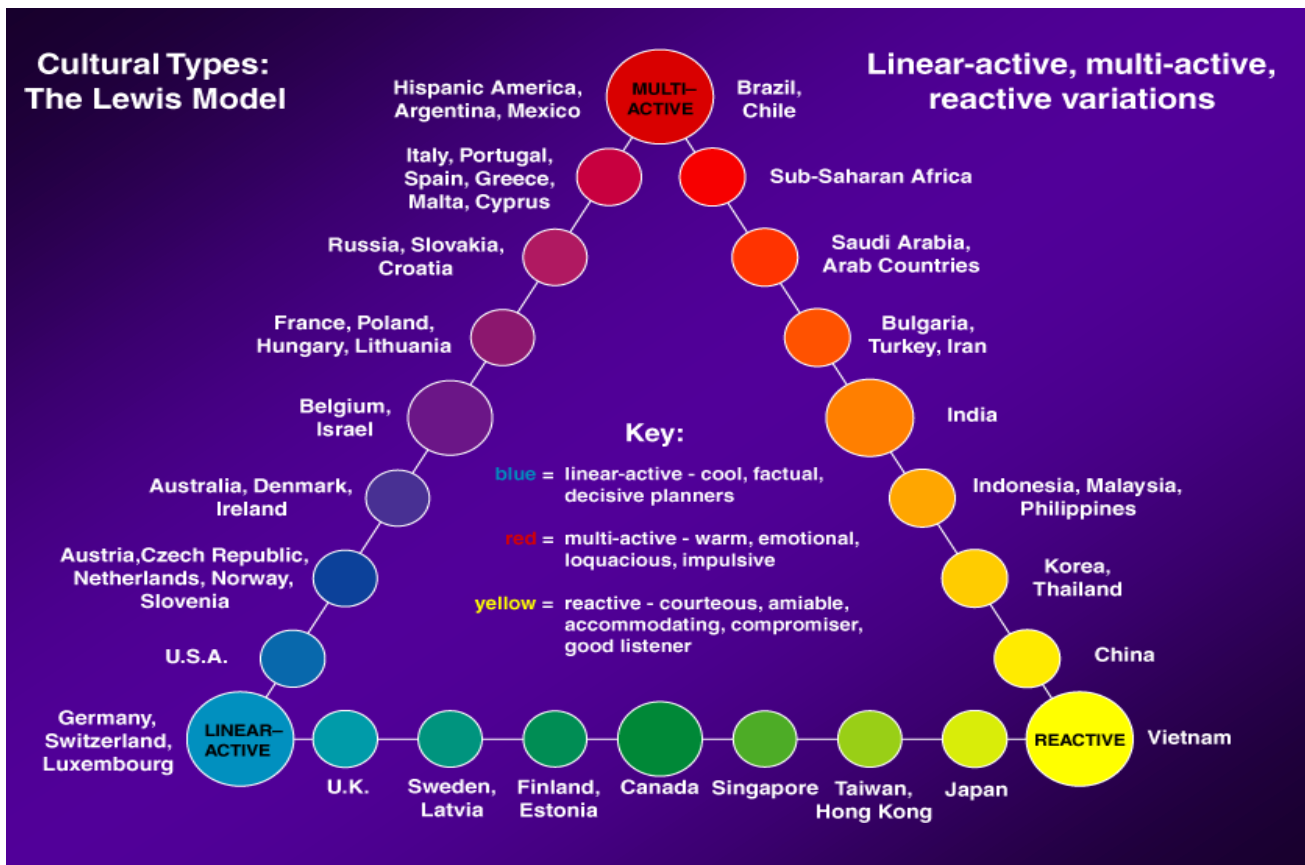


FIGURE 3: Lewis Model, (Lewis, 2015)

As stated in FIGURE 3, the Lewis Model represents three different types of cultural profiles:

1. Linear Active value organization and power over their actions.
2. Multi Actives are very emotional and take decision, with their gut feelings.
3. Reactive are considered being quiet and empathic (Lewis, 2015.)

Religion and nationality are not considered in the Lewis Model (Lewis, 2015). The Lewis model is focusing on the behaviour of a single individual, which got regrouped into countries, according to surveys. The choices of the study are not based on your origin or belief, as they are related to statements and situations (Magazine, 2017).

| LINEAR-ACTIVE                         | MULTI-ACTIVE                            | REACTIVE                             |
|---------------------------------------|---|--------------------------------------|
| Talks half the time                   | Talks most of the time                  | Listens most of the time             |
| Does one thing at a time              | Does several things at once             | Reacts to partner's action           |
| Plans ahead step by step              | Plans grand outline only                | Looks at general principles          |
| Polite but direct                     | Emotional                               | Polite, indirect                     |
| Partly conceals feelings              | Displays feelings                       | Conceals feelings                    |
| Confronts with logic                  | Confronts emotionally                   | Never confronts                      |
| Dislikes losing face                  | Has good excuses                        | Must not lose face                   |
| Rarely interrupts                     | Often interrupts                        | Doesn't interrupt                    |
| Job-oriented                          | People-oriented                         | Very people-oriented                 |
| Uses mainly facts                     | Feelings before facts                   | Statements are promises              |
| Truth before diplomacy                | Flexible truth                          | Diplomacy over truth                 |
| Sometimes impatient                   | Impatient                               | Patient                              |
| Limited body language                 | Unlimited body language                 | Subtle body language                 |
| Respects officialdom                  | Seeks out key person                    | Uses connections                     |
| Separates the social and professional | Interweaves the social and professional | Connects the social and professional |

FIGURE 4: Statements of the Lewis Model, (Lewis, 2015)

### 3.2 Misunderstanding religion

Various areas, countries, or region, have different behaviors in their social environment, due to their belief. Religion is the belief in a superhuman, controlling the world (Oxford Dictionary, 2017). Conviction does influence your culture and the other way arounds. Religion is seen, as a guidance of life, nowadays religion is fading in different parts of the world in other parts having a belief is giving hope (wikipedia.org, 2017).

Different beliefs can create misunderstanding, as the values of the belief may divers from each other. Not everyone understands the different convictions, which causes conflicts, to prevent the following everyone should get educated about the different traditions and values of the most common religions during their first education and receive a formal training once starting their professional life. This may avoid cultural differences by educating the employees, about the most important rules to act towards different cultural beliefs.

TABLE 1: 12 most popular world religions and sects, (Grigonis, 2014)

| <b>RANK</b> | <b>RELIGION</b>                       | <b>MEMBERS</b> |
|-------------|---------------------------------------|----------------|
| 1.          | Christianity (General)                | 2.04 billion   |
| 2.          | Islam (General)                       | 1.226 billion  |
| 3.          | Catholicism                           | 1.142 billion  |
| 4.          | Hinduism (General)                    | 828 million    |
| 5.          | Agnosticism                           | 639 million    |
| 6.          | Buddhism (General)                    | 367 million    |
| 7.          | Atheism                               | 150 million    |
| 8.          | Anglicanism                           | 85,4 million   |
| 9.          | Sikhism                               | 23,8 million   |
| 10.         | Seventh- Day Adventists               | 16 million     |
| 11.         | Latter Day Saint Movement (Mormonism) | 15 million     |
| 12.         | Judaism                               | 14,5 million   |

As the main values of a religion vary you should respect the celebrations of each belief, such like the Ramadan month for the Muslims and Christmas for Catholicism (Kraft, 2017). The belief impacts as well different eating habits, way to dress and greetings. All of these differences should be accepted by your environment. In case of not understanding the personal should ask about the different belief and cultural habit.



### 3.3 Issues raised by culture

As stated before in my thesis, cultural differences can occur due to different interpretations of way of life, communication, space, and time feeling. These can create frustration and misunderstanding due to your own definition of these characteristics. Depending which type of culture, you are placed in you have different ways of behavior. In case of being conscious about different types you can feel empathy about different cultures and become sensitive about these.

The Developmental Model of Intercultural Sensitivity, DMIS, provides understanding of different acceptance phases towards other cultures. The DMIS has six different stages of how a person sees, thinks about and interprets intercultural differences. The stages are from denial to integration and are split in to two different categories the first three stages are categorized as ethnocentric and the last three stages are classified as ethnorelative (Office of Diversity Initiatives, 2009.)

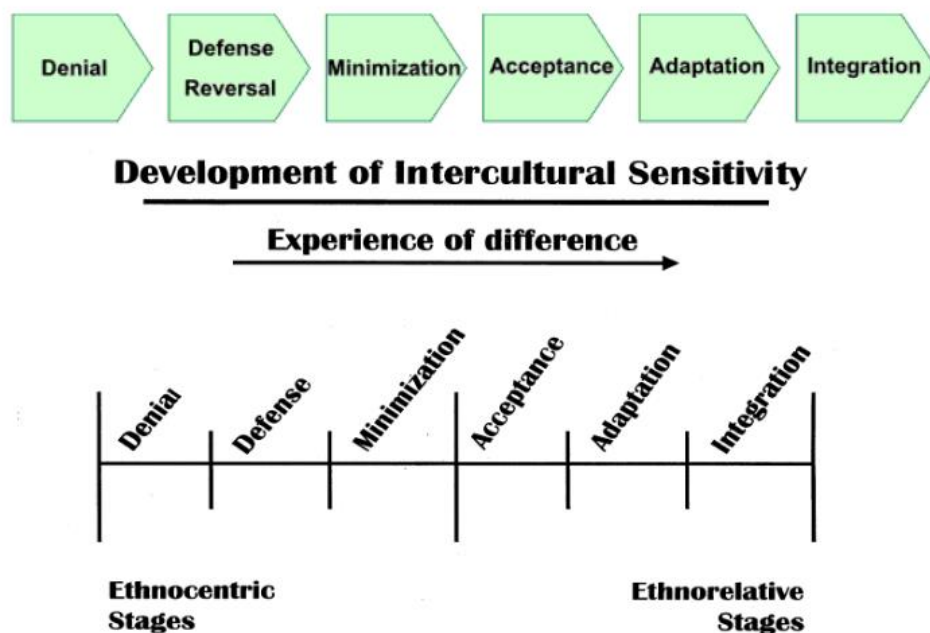


FIGURE 5: Development of Intercultural Sensitivity, (Office of Diversity Initiatives, 2009)

FIGURE 5 shows the different classification of the intercultural sensitivity including the six stages of acceptance of culture. Ethnocentric is defined as “*evaluation of other cultures according to preconceptions originating in the standards and customs of one's own culture*” (Oxford Dictionary, 2017). In other words your own set of mind to judge all people.

The stages considered being ethnocentric are denial, defense/reversal and minimization.

1. Denial: Is keeping his culture separated from another one. A denial person would stick with his familiar environment.
2. Defense: Is some who is very conscious about his own cultural feeling and distrust other cultures. A person who is state in the defense is believing in stereotypes.

Reversal: Is the reverse of denial, a person would belief in another culture and identify himself with it. In result, a reversal individual is distrusting his original culture.

3. Minimization: Is spending time with people, which culture is similar to your own. A minimization individual is conscious of custom cultures and celebration and treats every other the one they like to be treated.

Unlike ethnocentric, ethnorelative is being comfortable with different customs and to adapt your own behavior to a new or certain situation. Stages considered being ethnorelative are:

4. Acceptance: Is being curiosity about other cultures and to understand the complexity of a different culture and your own.
5. Adaptation: Is the understanding of the custom of another culture and to behave accordingly. Adaptors have the ability to have different perspectives of different cultures.
6. Integration: Is the highest ability to connect with different cultures, being integrated means to be fully conscious about a different culture and to move easily among them (Office of Diversity Initiatives, 2009.)

Depending on your cultural sensitivity you can prevent cultural differences due to your own understanding of acceptance. Some difference does appear as many are not aware about, different cultures or are not open minded enough to learn and share their culture with someone else. The more ethnocentric you are the more uncomfortable you are with new and different cultures, this may be unhandy working in a major company and comforting different way of life, background of their origin and belief. If you aware how sensitive you are about culture ant about our surrounding this can prevent differences as you are able to understand other values in the life of other individuals.

### 3.4 Types of communication

Communication is the sharing or exchanging of any types of information in a verbal, non-verbal way or used by any type of technological medium (Oxford Dictionary, 2017). Although communication has a rather simple definition, this topic is complex. The way to transmit your message can affect different way.

First of all, communication is a two-way process. The process is based on the sender and the receiver, this would be a direct way of communicating between two individuals. Example, the sender is asking a question to the receiver. The receiver has to understand/ decode the message of the sender, once understood the recipient will provide feedback to the sender, in terms of an answer (What is Communication, 2011.)

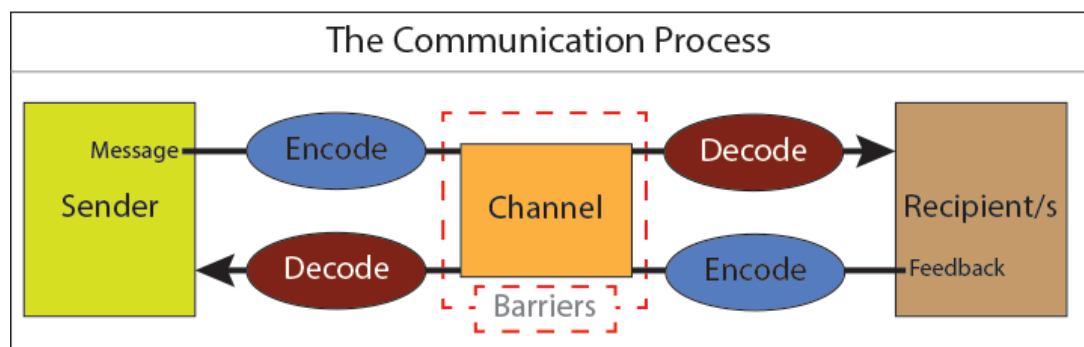


FIGURE 6: Communication Process, (What is Communication, 2011-2017)

There are different ways of communication, verbal and non-verbal communication and written and visual communication.

**Verbal communication:** Or spoken communication is a way to communicate with an individual face to face or by any time of media, which you would listen to.

**Non-verbal communication:** Is your body language, the facial expression, gestures, and the way you act.

**Written communication:** Is everyway of written communication, such as books, newspapers, thesis, emails, or other medias.

**Visual communication:** Can be represented as graphs, pictures, maps or logos (What is Communication, 2011-2017.)

Verbal communication is the most common way of communication. We are confronted with this on a daily base, in our personal and professional life. There are different skills needed to have an active spoken communication, these skills are necessary from the sender and recipient of the message. These skills require not only clear language, body language, but also a good listener (Williams, 2017.)

Different cultures have different way to communicate verbally, some use low or high context culture in their spoken communication. The lower context in your spoken culture, is a simple and clear message. Lower context cultures use a lot of words and language to describe their message. Unlike low context, the high context culture is using their body language and lot of gesture to prove their point. Verbal and non-verbal communication can't be split in to two different categories as both types are need to pass over an information to the receiver (Hall, 1959.)

Low and high context cultures have different values within their communication which can face conflicts.

TABLE 2: High-context and low-context communication, situations. (Hall, 1959)

| Factor                                       | High-context culture   | Low-context culture   |
|--|--|---|
| Overtness of messages                        | Many covert and implicit messages, with use of metaphor and reading between the lines. | Many overt and explicit messages that are simple and clear.             |
| Locus of control and attribution for failure | Inner locus of control and personal acceptance for failure                             | Outer locus of control and blame of others for failure                  |
| Use of non-verbal communication              | Much nonverbal communication   | More focus on verbal communication than body language                   |
| Expression of reaction                       | Reserved, inward reactions   | Visible, external, outward reaction                                     |
| Cohesion and separation of groups            | Strong distinction between ingroup and outgroup. Strong sense of family.               | Flexible and open grouping patterns, changing as needed                 |
| People bonds                                 | Strong people bonds with affiliation to family and community                           | Fragile bonds between people with little sense of loyalty.              |
| Level of commitment to relationships         | High commitment to long-term relationships. Relationship more important than task.     | Low commitment to relationship. Task more important than relationships. |
| Flexibility of time                          | Time is open and flexible. Process is more important than product                      | Time is highly organized. Product is more important than process        |

Different than the verbal communication, non-verbal communication plays a major role especially for high context culture. Nevertheless, non-verbal communication is always used, most of the time unconsciously. The 7% – 38% – 55% Rule, by Albert Mehrabian's says that your personal communication is based on 55% of your body language

and gestures, 38% on your toner voice and the way you pronounce and 7% of the vocabulary used (Ambler, 2013).

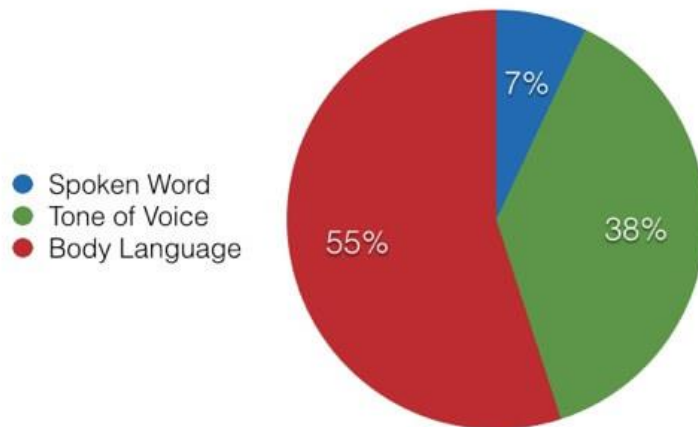


FIGURE 7: The 7% – 38% – 55% Rule, (Ambler, 2013)

## 4 HUMAN RESOURCES

Human resources is a department in each company or hotel business, which focuses on activities related to staff member. The department is taking care of the following, recruiting, and hiring of employees, their orientation, training, benefits, and well-being (Business Dictionary, 2017.)

The personal department is facing several problems, the hospitality industry, one of the top ten issues is the shortage of employees. The reason for this problem is mostly related to the long working hours, which cause overtime, and substandard wages in hotels, which the industry is famous for. The employee turnover rate is the highest in this industry in the world (National Restaurant Association, 2017) (Bolden-Barrett, 2017.)

Are the human resources doing a good job in their hiring, training, and well-being? This would a question, on which you could debate and isn't part of this project. In the other hand could the employee shortage be related to the well-being of the work environment due to cultural differences? This aspect would be relevant for this work.

### 4.1 Training

The aim of training is to improve knowledge and skills, this may increase the efficiency and understanding of your profession (Business Dictionary, 2017). Training is core on every business, especially in the hotel world. The training and development department is linked to the human resources department and work close together (Management-studyguide, 2017).

In hotels service is the one thing to difference from another. Therefore, it is important to train your staff with different skills. As stated throughout this thesis, the customer is king. They come from different parts of the world and have so different cultural differences and backgrounds, these need to be conscious to all of the employees to deliver high class customer service. Goal of the human resources would be so to train the staff members the differences in culture (Reynolds, 2017.)

Which are effective ways to train your employees and when is the right moment to do so? (Reynolds, 2017.)

- Orientation:

The orientation phase is the introduction process in the new company and work placement. It is a guidance of the values and skills needed to perform the position, to become familiar with your surroundings. (Oxford Dictionary, 2017)

It is important for the employee, to know the values of the company and the goal behind it. Which is the purpose you should perform? Other than the purpose for the company, you will also receive an introduction to your job position. Which are the job tasks? How do you need to interact with the guests with your colleagues? These different stages are part of the orientation process.

- o Orientation Process

The orientation process is for every company the same and starts already before the employment:

1. Recruitment and selection

2. Welcoming of the work introduction  
Announcement of a new employee.

3. Orientation of the workplace

What is the company about? Which are their values? What is their goal? Some companies for instance the Waldorf Astoria and Ritz Carlton, are famous for introducing the values and purpose of the company in the first days of your employment life.

4. Job guidance

Different departments require different knowledge and different skills needed in your job task. A hotel is usually split into eight different departments from front to back of the house:

1. Front Office

2. Food and Beverage

3. Housekeeping

4. Engineering

5. Security

6. Human Resources

7. Sales and Marketing

8. Finance

All these different departments have different impacts on the customer and need therefore have different standards to be followed by every employee. It is important that every department is conscious about everyone's work and contact with the customer.

During the workplace, you will meet your supervisor and coworker, which will show you around your position.

#### 5. Monitoring testing and evaluating.

Monitoring testing and evaluating is the last step in the orientation and will show the development of the start your employment. You will be guided, supervised, and corrected if necessary.

At the end of the orientation you should become the opportunity to receive and evaluation and to get invited to the human resources to talk about your experience. This time the employee can express himself and comment about his experience and give feedback to the company (Paasivuori, 2017.)

The orientation process is a way how the orientation should take place and can help the company in resolving problem, one can face by new staff member. Often these have a fresh spirit and can detect problems, which are not visible for someone in the company and offer a solution to the problem. In the other hand the orientation should also make the employees conscious of cultural differences as they may be in contact with customers and colleagues from different cultural backgrounds and to treat an easier communication and understanding of their way of life.

- Employee training

Employee trainings are very common in the hospitality world, after monitoring and evaluating several services, some hotels are training the staff members according to their standards to keep up an excellent service. These training help them to keep intact the skills they have already learned or to refresh their knowledge in case the customer isn't satisfied with the service offered.

Different departments receive different job trainings and others remain the same training for every employee. For instance, everything which is related to the security process of the premises and emergency management needs to be



known by every single employee in case of an incident, unlike emergency training not everyone needs to be conscious about cleaning of the rooms if your profession isn't related to room assignments and clearing (Reynolds, 2017.)

Trainings related to your profession are important and needs to be performed in every property. Various companies have different values and importance related to the training and development department. Job trainings are a great way to create awareness about cultures and in one way they promote the best situation in teaching so. Many positions need to be conscious about different to interact with people with different backgrounds.

- Job Promotions and Rotation

Promotions and job rotation are also part of training. Promotion is an advancement within a company position, this can be reward for outstanding performance and motivation towards the company (Business Dictionary, 2017). Unlike job promotions, job rotation will give you the opportunity to enrich your knowledge in a different department and is consider as a cross-training (Business Dictionary, 2017). Job rotations, will give the opportunity to the employee to gain knowledge in a different function of the company and to share his knowledge with the new team and to create a better understanding between the communication of the departments. Job promotions and job rotations are tools to motivate employee and to undercome the high turnover rate in the industry (Reynolds, 2017.)

Just like training your staff in the employee training, the personnel should be trained with their skills needed and get a refreshment of what they have learned so far. In the other employee which are conducting a job rotation should receive a proper education of what their new skills and performances need to be, throughout a workplace orientation. Both promotion and rotation gives a good opportunity to also teach them about cultural surrounding if they haven't been confronted.

Training is so core of the industry and should be represented in each company to promote and deliver the best service possible. There are different ways the employees could and should receive training, which I have mentioned in these past paragraphs. These also gives the human resources the opportunity to train about more than just the company and the workplace.

## 4.2 Creating awareness of different cultures

After having written about the impact of training and their benefits, I will now focus on the how to create awareness of cultures. Training would be one way of promotion awareness in the company, as everyone working in the hospitality needs to be conscious about differences within the company and outside of the company in regards of the customer. There are different types of training in which you could implement some training regarding cultural differences, which I have mention beforehand. The question which comes up now is how can create awareness about different cultures in a luxury hotel?

Creating awareness of different cultures is a difficult topic, many companies are promoting culture diversity but most of the time these companies are not training their employees about the differences they may face. It is in the hand of the human resources and especially of the training and development department to create a better understanding of different cultural ways. It is in the interest of the company to provide information about different cultures and how they communicate between each other this may improve the productivity of the staff member and their motivation during their work period and increase the personalized customer service in the front of the house (Gong, 2008.)

There are two different ways the company should take care of cultural awareness:

1. Company values

The company should take their values seriously. Every luxury hotel is promoting personalized customer service, but if the staff isn't trained accordingly, how should they sell the following. Nowadays the hospitality industry is one of the fastest growing markets worldwide; traveling around the world isn't seen as a prestige but as a leisure activity, this needs to be considered. For this reason, service is playing an important role and should be guaranteed.

Customers are expecting to be understood if they are arriving in a new destination and would promote good understanding to their surroundings, which will market your premises. As the goal of a hotel is to welcome your client and to make them feel just like home the personal just be conscious about different way of life, religions, and greetings. Is the following assured the cultural understanding of the employees has an insight of differences.

Employees which leak knowledge about cultural differences should receive a training about the different cultural issues. This training sessions should include presentations about the most frequent customers origin and how to interact with them. This training should be presented in a smaller group and according to the skills need of the department they work in (Leisen, 2017.)

## 2. Internal understanding – Team

Unlike the company values, the internal values of a company should be taken in to consideration. Many companies are promoting cultural diversity in their working places, but aren't teaching their employees about them. Middle managers and supervisors should receive, training about culture diversity to promote their knowledge throughout the team. This may help to create a better understanding within colleagues and create a nice and smooth working atmosphere. The challenge from the managers is to accomplish a knowledge transfer from the material learned, to the employees. In the other hand the knowledge transfer does not require to be formal, this could make it easier to get to know each other and to learn from in between colleagues. The human resources should budget an amount of money to promote team building and trust (Leisen, 2017.)

### 4.3 Motivation

Motivation is desire or willingness to achieve your goal (Oxford Dictionary, 2017). Every single one of us has a different way to keep motivated. Motivation is triggered in different way which is different between all of us. What motivates you must not motivate me. Accordingly, to the different way and triggers which are needed to create motivation, there are various theories. Not every theory is answering the question what motivation is all about, but it will question yourself which reasons you may need to keep up your motivation or the final trigger in which you will be motivated (Paasivuori, 2017.)

First, I will write about the Maslow theory motivational theory in psychology. Maslow's theory states five levels from needs. The figure below states the different levels and needs which needs to be fulfilled. One must fulfill one level to get to the next. This should keep up the motivation from the human being. According to the first level the physiological level, the motivation would be to stay alive, this would be one of the fundamental questions of motivation, as you always seek to survive and so the first level is explaining itself. The highest level you can achieve according to Maslow is the self-esteem, in which you find your personal meaning of life, the one reason to seek for (Paasivuori, 2017.)

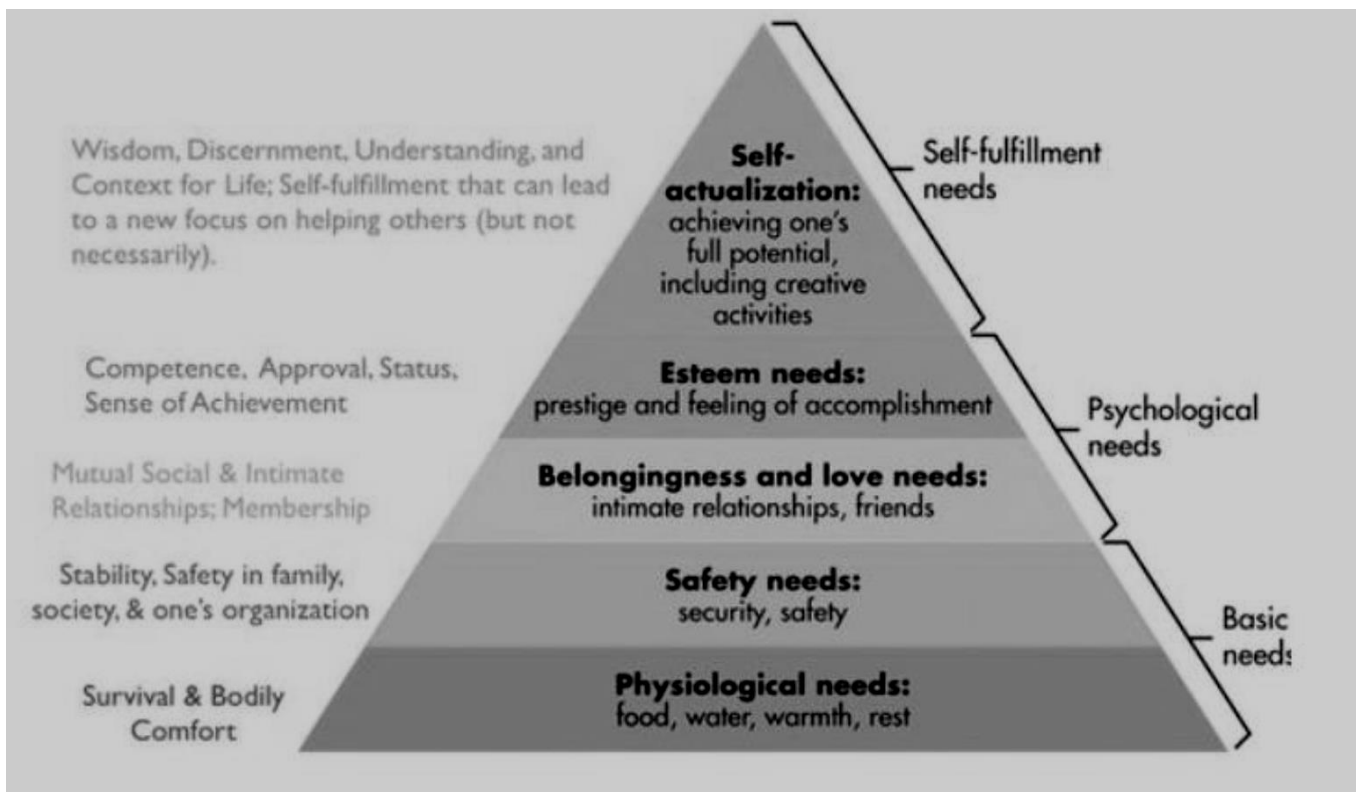


FIGURE 8: Hierarchy of needs (Maslow ;Paasivuori, 2017)

The Maslow theory can be criticized for the different levels of the human needs hierarchy, as there is no prove, to classify the needs in five levels. In the other hand is the motivation behind the Maslow theory not related of what you want to achieve as a personal, but just to fulfill the human desires. The final state will result a full achievement in a state of no worries. Personally, I think work motivation isn't fitting in this pattern, unlike cultural differences, which can be found or placed to the psychological needs (McLeod, 2016 , Paasivuori, 2017.)

Different than the Maslow theory of human needs, the two dimensions of motivation is concentrated about your personal motivation in life. The two dimensions of motivation are split in two different categories: intrinsic and extrinsic motivation.

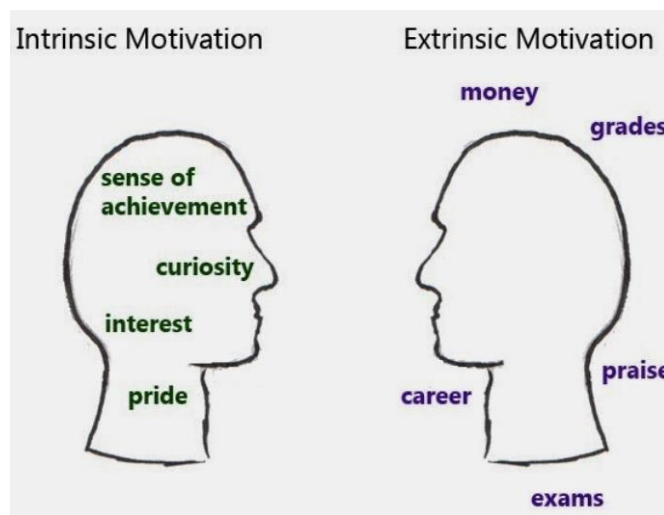


FIGURE 9: Intrinsic versus extrinsic motivation

What does intrinsic or extrinsic motivation mean?

Intrinsic motivation, is the activity and willingness which is driven by your own values. Unlike intrinsic motivation, extrinsic motivation are external factors which increase your motivation and reward you with a benefit (Paasivuori, 2017.)

Both motivations are driven with different point of views. Nevertheless, in some situations the intrinsic motivation isn't enough to keep up the motivation in either private nor professional life. The professors Ryan and Deci concluded that to accomplish intrinsic motivation, with a personal value to fulfill the three basic physiological needs:

1. Autonomy: The freedom of being self-directive and the urge of harmony in your private and professional life.
2. Competence: Is he seek of something new and to master a new skill, also known as mastery. It is the willingness to learn a new thing every day.

3. Relatedness: Is the desire to interconnect to communicate and to play one important thing, which gives you the one reason to fulfill this goal, also called purpose (Paasivuori, 2017.)

The importance of the three basics of physiological needs, depend on the state of mind of each individual. For some human being's relatedness is the one true motivation to fulfill their dreams for others autonomy and competence or the combination of the three. As mentioned motivation is very personal and can be influenced by experiences. There are several theories in how far cultural aspects can be found in motivation and would be a separate topic to discuss.

#### 4.4 Work environment – Well-being of the team

Well-being is the state of feeling comfortable, mentally and physically (Oxford Dictionary, 2017). This exact comfort should be fulfilled by every single person entering a hospitality property. In terms of internal well-being of the property, thus about general manager down to trainees, a good well-being effects a nice working environment. Work environment, which is the atmosphere of the work placement, related to location, noise and benefits, will also effect the well-being of the staff member and becomes so an important topic to be discussed.

The state of well-being should be guaranteed by the company and so this topic fall on the shoulders of the human resources, the one department which takes care if the health and contracts, payrolls and human relations of the company. By law the human resources need to fulfill several regulations to protect the health of the employee such as health insurance for instance, which covers work accidents (Paasivuori, 2017). The human resources also verify if the working schedules are respected and if the employees received their breaks and to monitor their working times. This has a juristic reason, which also concerns the health of the employee by law. Overtime may lead to burn out for instance.

A good well-being can increase the productivity and commitment on your work placement (Paasivuori, 2017). In other words a safe and stress free environment can increase your motivation to work, as your work environment and well-being is not only related to one single person but often to the whole team. One person's situation may affect the atmosphere of the whole team, to prevent these situations, it's important that the team members come along with each other and have some kind of team spirit and come along with each other. Team spirit, is the feeling of coming along with your colleagues and to cooperate together either personal, professional or in both ways.

Building up a team bonding should be planned by the department of the team and should consist of different activities either formal or informal, to create a better understanding in between individuals. The goal of the activities should be to create a team bonding, which should lead to a nice work environment, which leads to a proper well-being within the department/company in an ideal situation.

In theory all of these sounds very easy and logical, but does this correspond and does cultural differences affect the well-being of the employees?

Cultural differences can also affect well-being simply if the colleague would be not informed or misinformed about different ethical behaviors, his team partners has. Therefore it is important to be educated about different cultures or to ask your colleagues to create a better understanding and an agreeable atmosphere. This would be in the benefit of every single one, as I would say knowledge is never lost. (Well-Being and the Importance of Workplace Culture, 2016)

After having learned something about the origin of your team mates you should recognize them. Recognition in terms of acceptance and toleration. Be aware of differences don't get upset and maybe explain your way of thinking and doing. (Well-Being and the Importance of Workplace Culture, 2016)

This could be the result of team bonding. Followed by a better work environment and well-being. This is only theory and in practise this may differ, as all of this is related to our personal behaviour.

## 5 RESEARCH

Research is an investigative process, in which you will increase your knowledge by learning new facts. There are different ways to deepen your investigations of your topic of interest.

### 5.1 Qualitative research

I conducted my research with the qualitative research method, an exploratory research. The method gives the freedom to interpret and stay subjective about the topic of interest. The research in itself can be conducted with different tools in interviews, case studies, or loose observations (Business Dictionary, 2017; unowacademics, 2014). The data which will be collected in the research will be analysed and interpreted. As everyone has different opinions and different ways to interpret written statements the qualitative research method is not used in the pure value in scientific field (unowacademics, 2014; Wyse, 2011.)

In my thesis, I am concentrating on culture and cultural differences in the hospitality world. Is the company conscious about differences and are they educating their staff members. Did the employee receive any trainings about differences within the company? Are the teams working closely together even with cultural differences? What are the employees thinking about in differences and how do they integrate together? Lots of question, which are difficult to answer.

During my career in the hospitality industry, better said the experienced I gain as an intern or even in my personal life I have recognized stereotypes, differences and misunderstanding. I personally think that in the field of hospitality needs to be conscious about different cultures as you will meet guests and colleagues from all around the world. Companies should be aware of this, especially in the luxury sector of the industry, in which personalised service is the essential. To collect data to interpret for this thesis I have create an online survey, which got filled out by 17 participants in concerns of nationality, work position, culture, cultural sensitivity, training and well-being of a multicultural environment (Appendix 7: Survey). With the following I asked my questions of concern. The participants were part of my professional network, which I created during my bachelor studies and practice experience. The following survey was an open questioner to everyone fulfilling specific criteria, available from the 10<sup>th</sup> of May 2017 to the 15<sup>th</sup> May 2017.



The method used for the research is not one used for a pure qualitative research, but the goal is to receive as fast as possible information. Personally I see this form as an interview with a kind of stranger, on a media which does not require lots of effort and which generate my statistics.

## 5.2 Results

### 5.2.1 What is culture for you?

The theory about culture is a complex topic, in which everyone has its own interpretation. In the other hand, the definition, in the dictionary, given is often the one used. In my survey I have asked 17 participants what culture means to them.

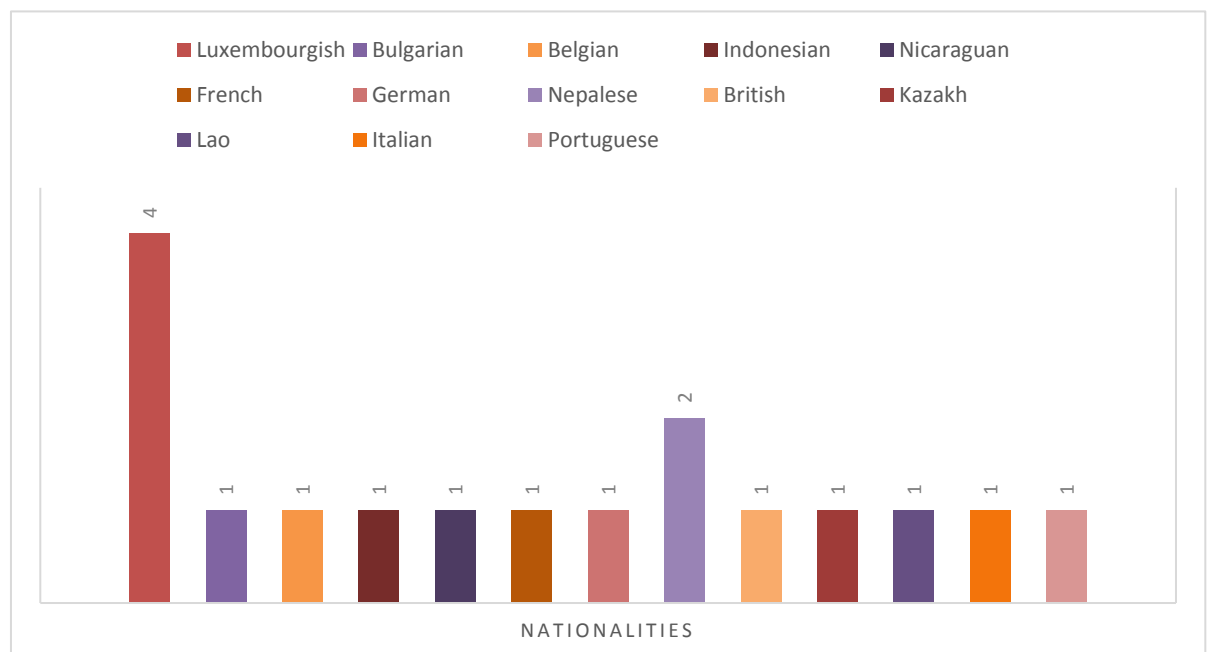


FIGURE 10: Seventeen participants from 13 countries (n=17)

All of these participants have worked in the luxury properties and have experienced different stages of responsibility during their career. All of the participants of them have so a different perspective in the industry.

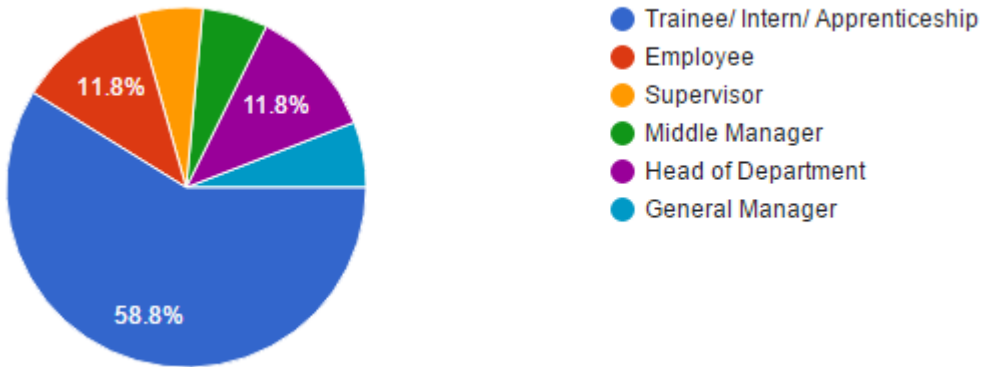


FIGURE 11: Work positions in the 4 and 5 star segment (n=17)

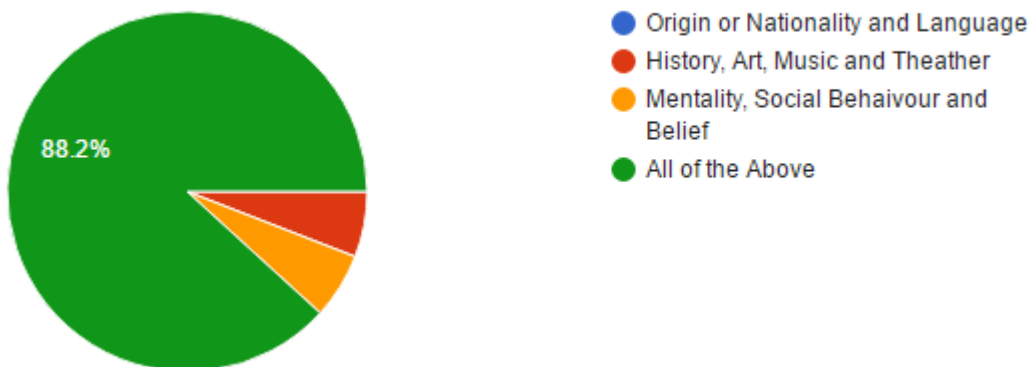


FIGURE 12: What is culture is for you? (n=17)

88,2% agree that culture is way more than just origin, arts, history and their belief. The 11,8% agree on a specific definition of culture which either include, belief and behavior or history and arts., but there is a different what is culture for you, with multiple choices and your definition of culture. I am conscious that the results of the questions were influenced in the first instance but giving a definition about culture isn't easy.

The definition, what cultures is varies between everyone for some culture can be described, with one single word like *"Proud"*, or *"Life"*. Others used a definition which more detailed, and yet easy to understand. First of all some of the trainee interpreted culture as *"the way people, live and act"* or *"The belief which you follow and inspires you in your daily activities is culture"*. In my opinion a very, easy and yet deep interpretation, I would have agree on would be the following statement given by my former college colleague *"Culture is what guides your social behavior"*. In todays, stage I would rather agree with the definition of, the management positions as they define culture in more detailed way.

Having informed and experienced culture in different ways I agree that isn't only based on social behavior, but much more and it will shape you. *"Culture is what your ability to grow"*, culture is unlimited knowledge it makes you grow and understand new situations and way of life's.

Furthermore one participant came up with the definition of *"We should embrace our cultural heritage, it made us who we are , but recognize cultural diversity for how it can shape us."*, which shows that cultural diversity is shaping us every day, we are changing on a daily base and so the topic of culture.

My favorite definition is culture is, *"Respect acceptance of differences, freedom"*, this statement gives an example of full understanding how to treat culture and their differences. If everyone would be conscious and be living this definition there would be maybe no conflicts, but this could be never ending story. To conclude this question, everyone has their own definition some, thought a lot about culture others have an easy explanation no one would give the same definition unless someone would have copied web. Culture is make me, you and everyone the way they are.

### 5.2.2 Does everyone fit in to the Lewis Model?

The Lewis Model is splitting cultural behaviors, based on your personality, in 3 different categories:

1. Linear Active
2. Multi Active
3. Reactive

Personal behaviors are not based on the origin of the person, but can be influenced. During my research in the theoretical part I have asked myself if everyone fits according to the model? Are hoteliers even changing categories, or is it even possible to change categories? In my own case I have fulfilled the criteria of the Lewis model. It was a surprise that not everyone fitted in the model, which is obvious as it is based on personal behavior, but what if your Lewis Model category would be different than your surroundings, would this be an advantage of understanding the most common one? All these questions can't be answered by this dissertation, as it would require an own and proper quantitative research, in the sociopsychology field.

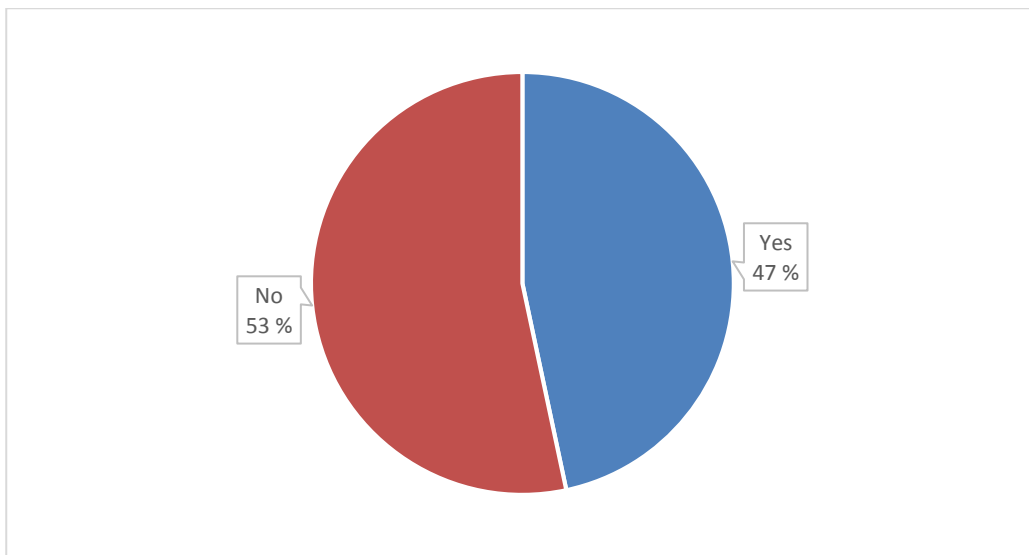


FIGURE 13: Do you fit in the Lewis Model? (n=15)

Nevertheless I took the opportunity to ask the participants, some statement of the Lewis Model. During the analyze of the result, I have realized that 2 participants were not able to be placed in one of the Lewis Model categories so I took them out of the consideration. In the end only 47% of the 15 participants are fitting according to the scheme. I personally think this is a poor result, which means that the Lewis Model itself isn't reliable, as it is influenced by the personality as mentioned, but how can you analyze the personality of a person? This exact question would be out of my topic and reach it takes further research in psychology and my knowledge and study field wouldn't help and support me to analyze the following topic.

In the interest of my thesis I would like to know if, a person with different Lewis Model category understands another category with an ease. The problematic is too proof the results, for this reason I wanted to compare the result of the Lewis Model of my participants with their self-assessment of where they see themselves. Seven participants, 47%, placed themselves in their right Lewis Model category according to their proper result, which doesn't fulfill the social behaviors of your origin.

Only 1 out of the 15 participants fitted perfectly in to the Lewis Model and agrees with his category. Which follows with, are participants with another cultural category from their origin more sensitive about cultures? In the upcoming paragraphs I would answer to this problematic.

### 5.2.3 Sensitivity about cultures, of hoteliers





Different than analyzing the cultural categories, the sensitivity of culture shows you how intercultural you may be. I wanted to know if the participants with a different Lewis Model category than their origin are more sensitive. The eight participants, which were placed in a different category, are these really more aware than people which are in the same category as their surrounding or not? The questions asked in my survey are part of the intercultural sensitivity test of the Center for Diversity Affairs (Cda.uams.edu, 2016).

TABLE 3: Results of the participants which don't fit in the Lewis Model. (n=8)

| Participant: | Nationality:  | Lewis Model Category:             | Result of the Lewis Model |
|--------------|---------------|-----------------------------------|---------------------------|
| Person 1     | Bulgarian     | Mid Multi Active - Mid Reactive   | L3 M1 R5                  |
| Person 2     | Luxembourgish | Linear Active                     | L2 M6 R1                  |
| Person 3     | Indonesian    | Low Multi Active - High Reactive  | L3 M6 R0                  |
| Person 4     | Portuguese    | Multi Active                      | L4 M4 R1                  |
| Person 5     | Nepalese      | Mid Multi Active - Mid Reactive   | L4 M1 R4                  |
| Person 6     | British       | Low Reactive - High Linear Active | L3 M6 R0                  |
| Person 7     | Kazakh        | Mid Multi Active - Mid Reactive   | L7 M1 R1                  |
| Person 8     | Lao           | Low Multi Active - High Reactive  | L4 M3 R2                  |

TABLE 4: Cultural sensitivity test, result from the participants which didn't fit in the Lewis Model. (n=8)

| Name:    | Result |
|----------|--------|
| Person 1 | 8      |
| Person 2 | 18     |
| Person 3 | 14     |
| Person 4 | 16     |
| Person 5 | 8      |
| Person 6 | 10     |
| Person 7 | 12     |
| Person 8 | 6      |

-  If your score lies in this range, you are a particularly culture sensitive person.
-  You are a culture sensitive person, and people will recognize you as one.
-  You are not as culturally sensitive as many people.
-  This high score indicates that you are a very insensitive person.

The result shows, that all of them are sensitive about cultural nevertheless, some person are more than others. Looking at the results I can say that 37,5% very sensitive towards other cultures and would actually fulfill what I have thought from the beginning. I would have guessed that a person with a different category compared to their origin would increase their sensitivity. In the other hand 25% were only sensitive according to some specific situations. I was surprised with this result as I would assemble that a person with a different behavior would have a higher sensitivity.

In the general picture from the 17 participants show the following:

TABLE 5: Overall result of the Cultural Sensitivity test (n=17)

| Name:     | Result |
|-----------|--------|
| Person 1  | 8      |
| Person 2  | 18     |
| Person 3  | 14     |
| Person 4  | 16     |
| Person 5  | 8      |
| Person 6  | 10     |
| Person 7  | 12     |
| Person 8  | 6      |
| Person 9  | 18     |
| Person 10 | 10     |
| Person 11 | 10     |
| Person 12 | 12     |
| Person 13 | 10     |
| Person 14 | 16     |
| Person 15 | 8      |
| Person 16 | 10     |
| Person 17 | 14     |

|  |  |
|--|--|
|  | If your score lies in this range, you are a particularly culture sensitive person. |
|  | You are a culture sensitive person, and people will recognize you as one.          |
|  | You are not as culturally sensitive as many people                                 |
|  | This high score indicates that you are a very insensitive person.                  |

Overall the participants have a conscious knowledge about cultural differences. Only 4 participants have an average sensitivity about culture. Three out of these 4 participants are currently trainees, in which they could still be better educated about differences on their work positions.

I am very satisfied with this result, as it is important as an hotelier to be sensitive towards different cultures and to have a base of understanding. The sensitivity is also not a fixed state and can always be developed during your life.

#### 5.2.4 Did the participants receive any training concerning cultural differences?

A question which is a huge importance for this topic. Are hoteliers and future hoteliers received trainings about differences in luxury hotels?

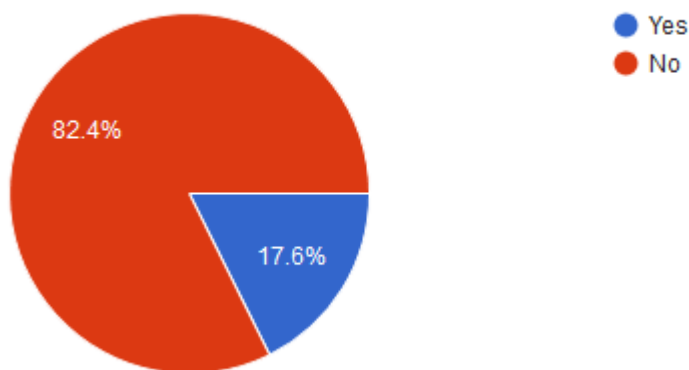


FIGURE 14: Have you received training about different cultures? (n=17)

82,4% of the participants say, no. How comes that staff members are not receiving an education about different cultures. Especially in an industry in which personalized service is key in business. The 17,6% which have received training say, they have been thought about different cultures in a kind of seminar in which their knowledge got enlighten. Further on I wanted to know if the participants would be interested in a training about different cultures, 70% out of the participants with no previous training session would like to receive an education.

In my opinion it is very important to receive a training on different ways of life, behavior and religions, especially in this luxury sector. The guest is paying for your services and wants to be understood not insulted or mistreated; the guest should feel home not uncomfortable if he is traveling to a new place. In the other hand the internal differences



shouldn't be forgotten. As they are as important to the company as their guest. To assure a comfortable atmosphere of respect and understanding the human resource department should guarantee a well-being and safe environment, which brings be to my last question asked in my survey.

#### 5.2.5 Well-being at your work place, in what way does your own personality empower the team?

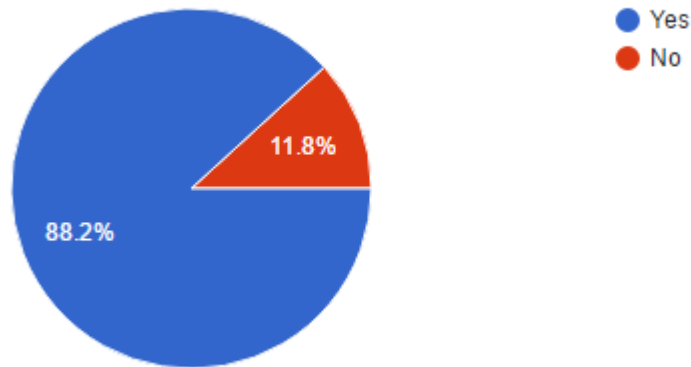


FIGURE 15: Is/ was your company aware of cultural differences? (n=17)

Most of the companies are aware, it is more than common nowadays to work with different nationalities and to be in touch with lots of different cultures, also employees appreciate working in a multicultural environment. Even though working with different cultural backgrounds can be a challenge the participants want to work in a multicultural environment as it has its advantages. Due to the always rotating staff members in hospitality industry you will meet and work with a lot of different cultures, languages and nationalities.

The participants of my survey say that advantages of a multicultural team are: *more ideas, fun, big family, diversity you learn more* Isn't this already the definition of the hospitality industry? In my words it is. In my opinion hospitality is the industry in which out make someone welcome in your surrounding which isn't there home. Your goal is to make someone feel home which is miles away. I doesn't matter if it is your colleagues which comes from the end of the world or your customer. Working in the hospitality industry requires interest and passion. If you choose the industry for the money you would be wrong.

Within the company, everyone is responsible for the well-being of each other. Small steps lead to success. Which mean every little thing you will do effects, the team or customer in general a person. What empowers your surrounding what do you do to create a nice working environment. I personally think you should leave your worries at home and start a day with a smile and enjoy working. I must also say that I was welcome in every team I worked and made great friends. I empowered my colleagues with my good mood, understanding several conversations and treated them with cookies or chocolate, sometimes it is about the small thing; make them smile. Enough about my opinion what did the participants say about how they or the company empower their working environment?

Most of the comments written down in the survey are about the person itself, in terms of respecting each other and to treat people the way you like to be treated.

*Treat everyone equally although that does not mean treating everyone the same. Be open to ideas and opinions and encourage discussion.*

Others say it is about training and motivation, which would be from the company's side. Where you would train your stuff and create team building in the other hand to guarantee a better atmosphere. It is important that the company stands behind a good working environment and empowers team buildings and staff parties for instant to meet all of the employees and to connect together.

### 5.3 Summary

In the overall of my research I have been surprised in lots of different ways.

First of all I was happy with my questionnaire, that all types of job positions have been fulfilled. As different job positions have different responsibilities, contacts with customers and staff members and have different purposes to fulfil. Managers have often another perspective than trainees for instance which just stay within a company for a short period. Mostly they agreed on culture even though they have different backgrounds.

Many of the participants also did not fit in to the Lewis model, according to their social behavior but this could be discussed further in a general topic. Interesting would have been if the social behavior would have been affected or did change during the time the participants would have worked in the hospitality industry which can't be analyzed in this state and in the thesis. In terms of the cultural sensitivity the result was surprising in my opinion as not everyone is cultural sensitive, which should be the case especially if you work in the luxury sector. If talk about your cultural sensitivity in your private life it is a pity not to be more aware of differences as it would give you advantages to feel better in your social environment.

Last but not least I was shocked about the education of cultural differences. Most of the people asked have never received any training about differences, even though that most of the companies were apparently conscious about them. In my opinion this doesn't make sense and shouldn't be the case for a professional and acknowledged company in the hospitality industry. It is important to deliver the best service and for this the customer needs to be understood by the employees but most important the employees need to be able to understand each other to create a team.

This research and thesis is not reliable a further investigation as each individual has a different way to interpret culture and has experienced different backgrounds. The following results are only reliable with the participants of the survey conducted and can't be reused for other purposes. During the analyze I was concerned if it would be feasible to create a better awareness of culture in a major hospitality enterprise and to educate the staff members this fact is feasible in the future, nevertheless this is a major financial asset for every single company. In the end this may be a fact to consider that theoretically it would be a feasible attempt but it wouldn't work in every single company due to staffing, costs and interest.

## 6 CONCLUSION

Work diversity is a broad topic. It isn't easy to concentrate on culture, human resources, training and creating awareness in itself everything is connected with each other. I underestimated the complexity of the topic, as lots of different topics interconnect to this subject.

Concluding this thesis, I have learned that culture is a complex topic related to the hospitality business culture is a major challenge and it is difficult to change the mind set of people. Nevertheless an education has to take place in which employees get more conscious about differences, towards guests and colleagues. Some companies are offering training sessions to their employees others don't. Finding a solution in how to prevent differences is also a major jigsaw. In the other hand everything could go smoothly if everyone would respect and trust each other, this sounds very simple but it is a challenge in our daily lives. Personal experience can be an asset in the hospitality industry, if you traveled a lot and met different cultures this could help you in your career but from the professional side every company should help the employees to receive all the information need to have a balanced working life and atmosphere on duty.

Concerning my experience writing this project I have learned the following, be prepared to put all your input in the dissertation, inform yourself early enough and write it down immediately. If I had to change anything with this project I would have probably change the style of work. First I wrote all of the information by hand and typed the following this made me lose a lot of time, in the other hand I wasn't staring at the screen of my computer for no reason. I have now learned how to estimate the work of such a project, how to reference the right way and which tools help me to save important working time.

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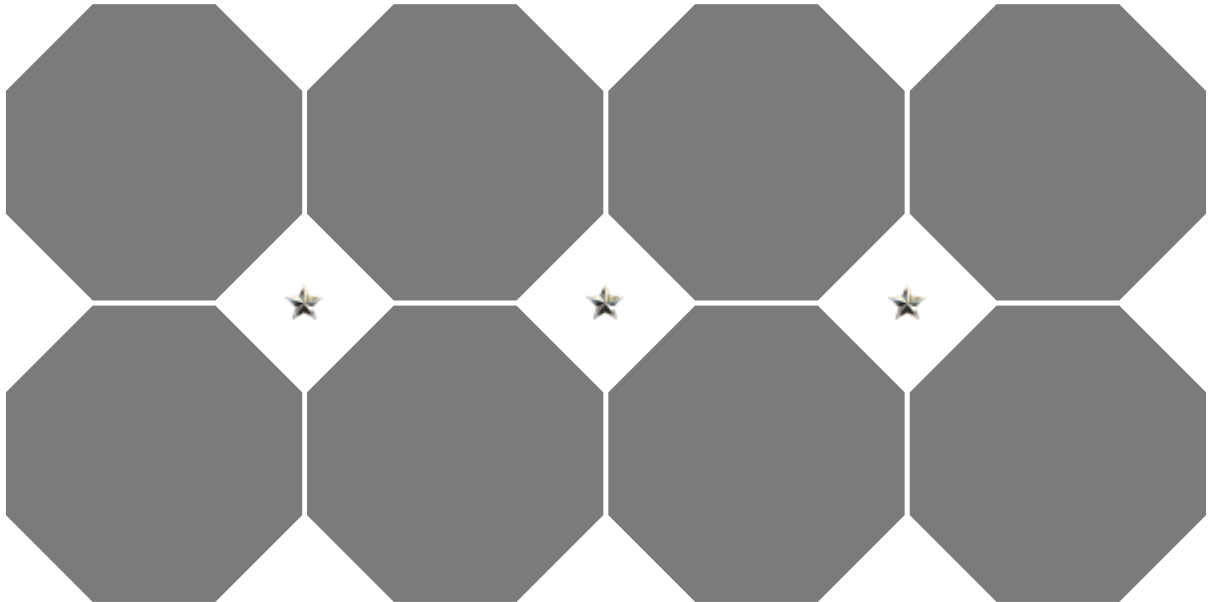
# **APPENDIX 1**

**United Arab Emirate, Dubai – 5 Star Criteria**



# Dubai HOTEL CLASSIFICATION

[www.classification.dubaitourism.ae](http://www.classification.dubaitourism.ae)



## 5 Star Resort Check List

A Resort is a full service, amenity rich Hotel Establishment expanding over numerous acres, which provides a destination experience to its guests. Resorts differ from hotels, due to the range of additional facilities and services provided, including F&B, sports, leisure, entertainment, and shopping.



[www.classification.dubaitourism.ae](http://www.classification.dubaitourism.ae)

## Instructions and Scoring

In order to secure the rating being applied for, the establishment must fulfil the following relevant to that particular rating:

Fulfil all Licensing Standards. Failure to comply may result in an immediate full or partial closure of the establishment, or downgrade to a lower rating.

Fulfil all Operating Standards. Grace periods may be granted for the rectification of any unfulfilled areas, if there are less than 10 occurrences of unfulfilled Operating Standards, in total. There may however be no more than 5 occurrences per department e.g. no more than 5 unfulfilled standards in bedrooms, 5 in leisure etc. More than 5 occurrences in one department, or a total of more than 10 throughout, may result in an assessment being scheduled for the rating level below that currently being assessed.

Fulfil at least 50% of the Enhancing Standards. Grace periods may be granted for the rectification of any unfulfilled areas, if at least 40% of the enhancing standards are fulfilled, however less than 40% fulfilment will result in an assessment being scheduled for the rating level below that currently being assessed.

\*\*Indicates criteria for new building.

































## Self-Assessment => Assessment Area



































- 1 Public Areas
  2 Food & Beverage
  3 Conference & Banqueting
  4 Services
  5 Leisure
  6 Bedrooms
  7 Bathrooms
  8 Suite
  9 Housekeeping
  10 Maintenance

Licensing
  Operating
  Enhancing





































### 1.1 General Requirements






| Omit                     | 1.1.1 Exterior & Entrance  | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|--|---|---|---|---|
|                          | 1.1.1.01 Exterior  |   |   |   |   |
| <input type="checkbox"/> | Set within landscaped gardens and grounds or desertscape   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | ** Fully enclosed landscaped or desertscape grounds and gardens for the exclusive use of resort guests and members. Minimum size of free areas (i.e. areas not given to buildings or car parks) of 600 sqm   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | All pavements, car parks and roads belonging to the resort are free of litter and tidy   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Car parking spaces are available and approved by Dubai Municipality  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Parking areas clearly defined and signed   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Functioning lighting in parking areas: - All areas of the parking space are illuminated at night - All Bulbs in working order  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Designated car spaces for disabled guests and approved by Dubai Municipality   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Designated parking facility for buses  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Designated taxi waiting area may be provided   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
|                          | 1.1.1.02 Exterior Signage  |   |   |   |   |
| <input type="checkbox"/> | Exterior signage should be clear and visible, and either: visible from the main road (illuminated at night) unless the Resort is located within a multi purpose building; signed by RTA approved Road Signage; or for Resorts with gated entrances, has signage on / in the vicinity of the gate |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Signboard with the name of the Resort in Arabic & English, placed in a prominent place on the building   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | The Arabic & English names are of the same size and equally take 50% of the space on the signboard   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | The Arabic & English names mentioned in the signboard are written identically to those listed on the Establishment's License.  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | No spelling mistakes in the signboard must occur   |   |   |   |   |







|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |   |
| <input type="checkbox"/> | Signboard is securely affixed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |       |
| <input type="checkbox"/> | Classification board positioned in a prominent place at the main entrance (i.e. visible on entry to the Resort)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |       |
| <input type="checkbox"/> | Architectural features and decorations, in keeping with overall building design   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |       |
| <input type="checkbox"/> | Resort entrance clearly identifiable and doorway illuminated when it is dark  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |       |
| Omit                     | 1.1.2 Internal Public Areas   | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 1.1.2.03 Universal Access   |   |   |   |   |   |
| <input type="checkbox"/> | All entrance areas have access for disabled guests. If main entrance is a revolving door, additional doorway/s available  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |       |
| <input type="checkbox"/> | All public areas have sufficient space between furniture to facilitate movement for disabled guests (UA) (e.g. so that a wheelchair can pass without obstruction) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |       |
|                          | 1.1.2.04 Lobby / Lounge   |   |   |   |   |   |
| <input type="checkbox"/> | Clearly designated lobby / reception area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |       |
| <input type="checkbox"/> | Lobby and reception area well appointed, with seating areas provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |     |
| <input type="checkbox"/> | Seating provided is equivalent to not less than 10% of keys (Note: if qualified for Boutique Designator, then this criteria is exempted)                          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
| <input type="checkbox"/> | Seating areas well-designed in layout with sufficient circulation area to provide generous personal space, and privacy, for guests                                | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
| <input type="checkbox"/> | Where F&B Service is provided, both seating and tables are present  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
| <input type="checkbox"/> | Background music, with controls in the vicinity of the reception, for lobby and public areas  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
| <input type="checkbox"/> | Free wireless in Public Areas offering high speed for upload and download at all times  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
| <input type="checkbox"/> | 1 ATM Machine may be available for guest use  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
|                          | 1.1.2.05 Interior Signage and Information Displays  |   |   |   |   |   |
| <input type="checkbox"/> | Interior signage with directions to various facilities such as outlets, washrooms, beach/spa facilities, conference and banqueting etc, in both Arabic & English  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
| <input type="checkbox"/> | Signage in corridor on each floor indicating the direction of specific room numbers   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |
| <input type="checkbox"/> | Classification certificate is visible and positioned in a prominent place in the Reception area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N   |   |

|  |   |   |   |   |   |   |
|--|---|---|---|---|---|---|
| <input type="checkbox"/>                     | General tariff rates to be available on official Resort (hotel) paper e.g. headed. Placed in a prominent place in the building in Arabic & English, or on request   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | General Service timings available: - Can be in an information sheet format - Can be displayed / signed if resort so wishes  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Where Service timings are not 24 hours, actual operating times are displayed in a prominent place in Arabic and English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Other languages frequently used by the majority of the guests are also provided for   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Name correctly listed on all invoices, correspondence and brochures   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>1.1.2.06 Interior Decoration / Design</b> |   |   |   |   |   |   |
| <input type="checkbox"/>                     | Decoration of all public areas includes artefacts, floral arrangements, and/or decorative items   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Pictures of the required Dignitaries placed prominently upon entrance to the Resort, and in the correct order, as stipulated by Dubai Protocol Department   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>1.1.2.07 Walls and Floorings</b>          |   |   |   |   |   |   |
| <input type="checkbox"/>                     | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Where present, carpets fitted correctly and with underlay   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>1.1.2.08 Cultural awareness</b>           |   |   |   |   |   |   |
| <input type="checkbox"/>                     | There is a location / display exhibiting items pertaining to local heritage in the lobby area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>1.1.2.09 Lifts</b>                        |   |   |   |   |   |   |
| <input type="checkbox"/>                     | ** Main Building: If 2 levels or more (including ground floor), guest lift present  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | External Building: if 3 levels or more (including ground floor), guest lift present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Lift/s travel to all floors in the building /s  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | ** Separate lift for Resort services such as laundry and room service, located in a separate area inaccessible by guests  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | ** Separate luggage lift, located out of public view (Back of House) and has access to basement car parks if available  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>1.1.2.10 Corridors &amp; Stairwells</b>   |   |   |   |   |   |   |
| <input type="checkbox"/>                     | Corridors are wide and spacious allowing freedom of movement for guests and service trolleys: - Corridors are wide enough for luggage trolleys / persons to pass comfortably - Corridors are wide enough for 2 luggage trolleys or 2 room-service Trolleys or house-keeping trolleys to pass comfortably - Corridors are free of obstructions which may prevent freedom of movement | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |



|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| <input type="checkbox"/>                            | Stairwells present, as approved by Dubai Municipality, and accessible from all floors, with entrances identified: - Entrance door with signage - Signage in corridors to indicate direction | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                            | Stairwells should be permanently lit and activated through sensors  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>1.1.2.11 Service / Delivery / Staff Entrance</b> |   |   |   |   |   |   |
| <input type="checkbox"/>                            | Separate service / delivery entrance for goods  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                            | Separate staff entrance   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>1.1.2.12 Public Phones</b>                       |   |   |   |   |   |   |
| <input type="checkbox"/>                            | Internal (House) phone available in reception area  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                            | A pay (public) telephone, or an internal house phone with access to local and international calls available.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                            | Writing pads / utensils provided adjacent to the phones   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>1.1.2.13 Cloakrooms</b>                          |   |   |   |   |   |   |
| <input type="checkbox"/>                            | 1 set of public toilets for gents, and 1 for ladies, to service the lobby area  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                            | ** At least 1 independent toilet for disabled guests, that allows wheelchair access   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | Entrance Cloakroom doors:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | 1 external entrance door (to the Public areas)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | 1 additional internal door / privacy wall / or partition leading to the main cloakroom area, for privacy purposes   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | Each cloakroom should contain:  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | Lidded WC's in line with Dubai Municipality requirements  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | Separate cubicles if more than one WC   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | Internal lock   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | Washbasins  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | One mirror for each Washbasin   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                            | Separate bidet or spray washer in each cubicle  |   |   |   |   |   |

|   |   |   |   |   |   |
|---|---|---|---|---|---|
|   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Toilet roll holder   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Toilet paper   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> At least 1 spare toilet roll   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Liquid soap  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Hand lotion  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Hot and cold running water   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Individual towels or other means of drying hands e.g. an air hand dryer machine  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Automatic air freshener  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Evidence that cloakrooms are cleaned, stocked and frequently checked e.g. a cleaning schedule  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Lidded Sanitary bins provided in Ladies' cloakroom   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Fireproof waste bin in common area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Separate make up area provided in Ladies' cloakroom  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Baby changing facility in either an independent baby changing facility (family care room) or available in at least one male and one female cloakrooms  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>1.1.2.14 Prayer Area</b>   |   |   |   |   |   |
| <input type="checkbox"/> Separate Male and female prayer areas (including Ablution area) provided, in a prominent location in the hotel (e.g.: Public Area, Lobby, Mezzanine NOT at Basement or Car Park or other unsuitable location)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> ** Minimum prayer area (excluding Ablution area) 16 sqm each   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>1.1.2.15 Ventilation, AC &amp; Lighting</b>  |   |   |   |   |   |
| <input type="checkbox"/> There are good levels of ventilation, providing adequate air flow into the building - Functioning air handling units providing fresh air intake into the building  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> There are good levels of air conditioning, providing an ambient temperature at all times of the year: - AC Present in all Public Areas - Individual controls to adjust temperate control if applicable - Ambient Temperature 18 - 23 Degrees Celsius |   |   |   |   |   |

|   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
|---|---|---|---|---|---|
| <input type="checkbox"/> There is good light intensity, which is adjustable to suit day or night time operation (e.g.: dimmers): - Ceiling, wall and table lighting present throughout public areas - Units can be controlled individually - Lighting levels can be adjusted - Bulbs in working order - All bulbs are covered (unless lighting design does not require) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>1.1.2.16 Waste Management</b>  |   |   |   |   |   |
| <input type="checkbox"/> Covered waste bins present in all public areas   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |







































Self-Assessment => Assessment Area













- 1 Public Areas
- 2 Food & Beverage
- 3 Conference & Banqueting
- 4 Services
- 5 Leisure
- 6 Bedrooms
- 7 Bathrooms
- 8 Suite
- 9 Housekeeping
- 10 Maintenance

■ Licensing ■ Operating ■ Enhancing





















2.1 General

















| Omit                     | 2.1.1 General Requirements   | CC  | Cleanliness                                     | Condition                                       |   |  |
|--------------------------|--|---|---|---|---|--|
|                          | <b>2.1.1.01 Ventilation, AC &amp; Lighting</b>   |   |   |   |   |  |
| <input type="checkbox"/> | Room and table lighting sufficient to read menus, or additional lighting is available if required - Ceiling, table and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Lighting is adjustable   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | There are good levels of ventilation, providing adequate air flow into the outlet, so that there is a fresh odour free atmosphere - Functioning air handling units providing fresh air intake into the outlet  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | There are good levels of air conditioning, providing an ambient temperature at all times of the year: - AC Present in all indoor outlets - Individual controls to adjust temperate control if applicable - Ambient Temperature 18 - 23 Degrees Celsius                                       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | A means of cooling and heating provided in outdoor outlets which are attached to an internal restaurant e.g. on a balcony / veranda etc  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
|                          | <b>2.1.1.02 Walls and Floorings</b>  |   |   |   |   |  |
| <input type="checkbox"/> | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Where present, carpets fitted correctly and with underlay  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
|                          | <b>2.1.1.03 Furniture, Fittings &amp; Decorations</b>  |   |   |   |   |  |
| <input type="checkbox"/> | Tables and seating options (e.g. chairs, stools etc) are present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | For each seating option, tables and chairs used are consistent throughout the outlet, or fitting with an overall theme (i.e. there may be permanently fixed seating e.g. a booth, and moveable seating, however all fixed seating should be consistent, and all moveable seating consistent) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
|                          | <b>2.1.1.04 Housekeeping</b>   |   |   |   |   |  |
| <input type="checkbox"/> | All outlets are clean and well maintained  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | There is a daily housekeeping schedule for outlets   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
|                          | <b>2.1.1.05 F&amp;B Cloakrooms</b>   |   |   |   |   |  |

|                          |  |   |   |   |   |   |
|--------------------------|--|---|---|---|---|---|
| <input type="checkbox"/> | 1 set of public toilets for gents, and 1 for ladies provided on the same floor as each outlet, in near vicinity or located inside the outlet   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | ** At least 1 independent toilet for disabled guests, that allows wheelchair access  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Entrance Cloakroom doors:  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 external entrance door (to the Public areas)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 additional internal door / privacy wall / or partition leading to the main cloakroom area, for privacy purposes  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Each cloakroom should contain:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Lidded WC's in line with Dubai Municipality requirements   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Separate cubicles if more than one WC  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Internal lock  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Washbasins   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | One mirror for each Washbasin  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Separate bidet or spray washer in each cubicle   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Toilet roll holder   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Toilet paper   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | At least 1 spare toilet roll   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Liquid soap  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Hot and cold running water   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Individual towels or other means of drying hands e.g. an air hand dryer machine  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Automatic air freshener  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require) |   |   |   |   |   |



















|                          |   |   |   |   |   |
|--------------------------|---|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Evidence that cloakrooms are cleaned, stocked and frequently checked e.g. a cleaning schedule   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Lidded Sanitary bins provided in Ladies' cloakroom  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Fireproof waste bin in common area  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Separate make up area provided in Ladies' cloakroom   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Baby changing facility in either an independent baby changing facility (family care room) or available in at least one male and one female cloakrooms |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





































## 2.2 Restaurant Outlets

| Omit                     | 2.2.1 Outlets & Capacity   | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|--|---|---|---|---|
|                          | 2.2.1.06 Outlets   |   |   |   |   |
| <input type="checkbox"/> | ** At least 3 restaurant facilities available, of which one offers all day dining. (Note: if qualified for Boutique Designator, then only 1 restaurant required) |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Both are operational for dinner service 7 days a week  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | ** At least 2 dedicated areas for beverage service. Resorts with a liquor license may opt to serve alcoholic beverages   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Seating provided is equivalent to not less than 150% of keys (calculated as the combined total of all the restaurants)   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | If smoking is permitted by current legislation, a separate section is designated for smokers   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 2.2.1.07 Greeting i.e. Hostess Service   |   |   |   |   |
| <input type="checkbox"/> | Hostess Desk / Area located at entrance of all outlets   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | All guest greeted and escorted to their table (for all meal services)  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                     | 2.2.2 Other  | CC  | Cleanliness                                     | Condition                                       |   |
|                          | 2.2.2.08 Room Layout   |   |   |   |   |
| <input type="checkbox"/> | Room is spacious and there is sufficient space between tables for staff and guests to pass each other comfortably, without disturbing seated diners              |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Tables are well located / distributed, allowing a minimum of 1.6 sqm gross space per seat  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Restaurants allow access for disabled guests, with at least 2 options / locations of suitable seating  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 2.2.2.09 Table Set Up  |   |   |   |   |
| <input type="checkbox"/> | Table set up in the outlet is consistent throughout the meal period e.g. Crockery, glassware and cutlery used are consistent across all tables                   |   |   |   |   |







































|   |   |   |   |   |   |
|---|---|---|---|---|---|
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/>                              | Table Linen (e.g. cloths, cloth napkins etc), and placemats, where present are consistent across all tables, during the meal service  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | Additional features e.g. bud vases, candlesticks, coasters etc are present  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>2.2.2.10 Furniture, Fittings &amp; Decorations</b> |   |   |   |   |   |
| <input type="checkbox"/>                              | Seating options to maximise guest comfort: - Correct table: Seat height ratio (distance from seat to table should be approximately 25-35 cm) - Positioned where there is free access to the table and sufficient legroom i.e. not in front of a table leg, or too close to a central support of the table |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | The open / front side of clearing stations are not viewable from any seating location within the outlet   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | High chairs are available for children, and stored out of public view   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>2.2.2.11 Kitchens</b>                              |   |   |   |   |   |
| <input type="checkbox"/>                              | Main kitchen in line with Dubai Municipality requirements.  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | In addition, a satellite kitchen or serving pantry (depending on the outlet concept and menu items) is provided and attached to each outlet. Note that where outlets are adjacent to the main kitchen, service can be directly from it.   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

























### 2.3 Restaurant Service

| Omit   | 2.3.1 Service Provision  | CC  | Cleanliness                                     | Condition                                       |   |
|--|--|---|---|---|---|
| <b>2.3.1.12 Menu &amp; Service Information</b> |  |   |   |   |   |
| <input type="checkbox"/>                       | Each outlet offers a different cuisine with a minimum of 2 cuisine types available for dinner in the Resort  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | Breakfast, lunch and dinner for residents and non residents, in at least one outlet (Note: if qualified for Boutique Designator, then this criteria is exempted)                   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | 24 Service provided in at least one outlet / lounge  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | Offers private / unique dining experiences e.g. on the grounds with option to personalise the menu   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | At least 2 of the following 3 options available in at least 1 outlet: A la Carte Menu / Set Menu / Buffet At least one outlet offers an A La Carte or Set menu for dinner service. |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | Hot and cold dishes available, unless menu or theme does not permit  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | Menu/s are available in Arabic and English   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | Menu/s are displayed outside the restaurant for each meal, with current prices. Buffet prices also available / displayed where applicable  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                       | Menus in other languages, of the main nationality mix of the Resort  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |







|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | All menus are legible. - Recommended font size of no less than 12 pts. for heading and 10 pts. for the plate description - Font colour is in strong contrast to the material used in the menu | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Cover charges, minimum charges, municipality fees service charges & any others applicable specified on the menu   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Prices listed are inclusive of Municipality fees and Services Charges   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Resort does not levy municipality fees or service charges in excess of the current amount as advised by the Governing Authority, for Food & Beverage  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Resort must distinguish between the Municipality fee and the service charges, on all guest invoices   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Menu/s in are presented to the tables, for any A La Carte or Set menu service   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Items containing pork, alcohol and nuts are clearly highlighted on the menu   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least one healthy option offered   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least one allergy option offered e.g. gluten free, lactose free etc. on request  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>2.3.1.13 Buffets</b>  |   |   |   |   |   |   |
| <input type="checkbox"/> | Buffets are presented in a logical and appealing manner:  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Permanently fixed areas or moveable secure tables, with clean surfaces  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Hot and cold dishes available, unless menu or theme does not permit   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Courses are grouped together e.g. for dinner / lunch / appetizer / salads, entrees and deserts are separated  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Chafing dishes or other means utilised to maintain heat of hot foods  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Means of cooling provided for cold items e.g. ice bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | All buffet items are labelled (In Arabic & English), and items containing pork, alcohol and nuts are clearly highlighted; or a buffet assistant is provided for buffet orientation            | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Buffet items are consistently replenished   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Each buffet item is provided with appropriate serving tools   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Serving tools for hot buffet items. Have an allocated space in which, to be placed, while not in use. I.e. may be inbuilt area in serving dish or separate dish                               |   |   |   |   |   |









|                                |   |   |   |   |   |
|--------------------------------|---|---|---|---|---|
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/>       | Starter and main plates are provided  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>       | Hot and cold (room temperature) plates are provided, unless no hot food is served   |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>       | Bowls or soup plates are provided, if applicable  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>       | Hot crockery is stored in warmers   |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>       | Specialised cutlery provided where required e.g. oyster knife, steak knife, miniature spoons etc  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>2.3.1.14 Breakfast</b>      |   |   |   |   |   |
| <input type="checkbox"/>       | Breakfast in the restaurant is served for at least 4 hours  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>       | Continental, Full e.g. American, English etc, and Arabic breakfast offered  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>       | Other national cuisines provided, subject to the nationality mix of the Resort  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>       | Buffet and / or menu options include, as a minimum:   |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Cold - cereal selection, full and lower fat milk (chilled), yogurt selection, pastry and bread selection, preservatives (jams, marmalade etc) and butter (full and lower fat) selection, cold meats and cheese selection, fresh fruit and juice selection |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Hot - A comprehensive range of appetizing hot items, with at least 3 main course options, to include choice of egg dishes e.g. scrambled, omelette etc (prepared or cooked to order)  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Table Service: Hot Beverages to order, served with a choice of sugars (including low calories option)   |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Buffet orientation offered on request   |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Where service is buffet, food service at the table is additionally offered  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Appropriate children's crockery and cutlery utilised in outlets where children's menu available   |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>2.3.1.15 Lunch / Dinner</b> |   |   |   |   |   |
| <input type="checkbox"/>       | Lunch served for at least 3 hours   |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Dinner served for at least 4 hours  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>       | Restaurant's policy on last order should not be before 11pm in at least one restaurant  |   |   |   |   |
|                                | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |























|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| <input type="checkbox"/>                  | Snacks additionally available, which may be in an informal setting e.g. an outdoor facility, or at serviced pool side / beach. If an outdoor with no service kitchens, snacks may be pre-prepared   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                  | Variety of starters, main courses and desserts of high quality provided, with at least 6 options for starter and main course, and 3 for dessert   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                  | Meat, poultry, fish and vegetarian options provided, unless the outlet concept excludes e.g. a vegetarian restaurant  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                  | Separate Children's menu available in outlets where children permitted  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                  | Appropriate children's crockery and cutlery utilised in outlets where children's menu available   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>2.3.1.16 Beverages</b>                 |   |   |   |   |   |   |
| <input type="checkbox"/>                  | Comprehensive range of drinks available: - Includes at least still and sparkling water, soda's, fruit juices (not concentrated) and a selection of mocktails - includes international brands - Includes hot beverages such as teas and coffees                                | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                  | Table service provided for all beverages  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>2.3.1.17 Light Refreshments</b>        |   |   |   |   |   |   |
| <input type="checkbox"/>                  | Light refreshments, hot and cold snacks available, 24 hours, in either lounge or all day dining outlet. Menu may be reduced during night hours however cold and hot meals must still be provided (Note: if qualified for Boutique Designator, then this criteria is exempted) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                  | Full afternoon tea available  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                                      | <b>2.3.2 Other Services &amp; Facilities</b>  | <b>CC</b>                                       | <b>Cleanliness</b>                              | <b>Condition</b>                                |   |   |
| <b>2.3.2.18 Music &amp; Entertainment</b> |   |   |   |   |   |   |
| <input type="checkbox"/>                  | As a minimum background music to be provided in all F&B outlets   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                  | Two forms of live music / entertainment provided in at least 1 outlet daily at a minimum. Additionally be provided in accordance with Entertainment Regulations   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                  | There is an Entertainment Temporary Employment Contract in place, for all live entertainment companies used   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

## 2.4 Room Service

|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| Omit                     | <b>2.4.1 General</b>  | <b>CC</b>                                       | <b>Cleanliness</b>                              | <b>Condition</b>                                |   |   |
| <b>2.4.1.19 General</b>  |   |   |   |   |   |   |
| <input type="checkbox"/> | Food & Beverage service provided 24 hours, with full service at meal times.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | A printed version of the room service menu, in Arabic and English, is available in each bedroom (In Guest Services Directory or stand alone)                | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | An Additional electronic version of the room service menu, in Arabic and English, is available in each bedroom (in Guest Services Directory or stand alone) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Hot box underneath room service trolley to keep hot food items warm   |   |   |   |   |   |

|                          |  |   |   |   |   |
|--------------------------|--|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Options for Breakfast, lunch, dinner and all night / 24 hr. snacks, and drinks, are provided on the menu |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Separate telephone extension for Room Service  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

## 2.5 Bar & Lounge

| Omit                     | 2.5.1 General   | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|---|---|---|---|---|
|                          | 2.5.1.20 Outlets  |   |   |   |   |
| <input type="checkbox"/> | Should the property hold a liquor license, and operate a bar, there is a dedicated and enclosed bar / service area. Measures must be in place to ensure that the public can not see inside the bar area, either from inside (i.e. inside the lobby) or outside the property (from the street), as per Dubai Police Regulation |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Alcoholic Beverages are served only during the approved licensing hours   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
|                          | 2.5.1.21 Windows Coverings  |   |   |   |   |
| <input type="checkbox"/> | Where the outlet overlooks the main street, window coverings (curtains or blinds) present provide full window coverage.   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
|                          | 2.5.1.22 Furniture & Fittings   |   |   |   |   |
| <input type="checkbox"/> | Selection of lounge, arm chairs and bar stools  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Tables provided   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | If food is served, at least some tables and chairs are positioned for dining  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 2.5.1.23 Light Refreshments   |   |   |   |   |
| <input type="checkbox"/> | Where offered, a menu in Arabic and English is provided   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 2.5.1.24 Beverages  |   |   |   |   |
| <input type="checkbox"/> | Comprehensive range of drinks available: - Includes at least still and sparkling water, soda's, fruit juices (not concentrated) and a selection of mocktails - includes international brands - Includes hot beverages such as teas and coffees  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Table service provided for all beverages  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 2.5.1.25 Other  |   |   |   |   |
| <input type="checkbox"/> | Glass washing facility capable of sterilisation   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Ashtrays provided where smoking permitted   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |



































Self-Assessment => Assessment Area

- 1 Public Areas
- 2 Food & Beverage
- 3 Conference & Banqueting
- 4 Services
- 5 Leisure
- 6 Bedrooms
- 7 Bathrooms
- 8 Suite
- 9 Housekeeping
- 10 Maintenance











■ Licensing ■ Operating ■ Enhancing

3.1 General

| Omit                     | 3.1.1 General Requirements  | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|---|---|---|---|---|
|                          | 3.1.1.01 Number / Capacity of Rooms   |   |   |   |   |
| <input type="checkbox"/> | Well appointed, designed and functional rooms exist (Note: if qualified for Boutique Designator, then this criteria is exempted)    |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
|                          | 3.1.1.02 Telecommunications, Equipment & Service  |   |   |   |   |
| <input type="checkbox"/> | Telephone line with access to local, national and international calls   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Telephone and Video conferencing facilities available   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times               |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Adjustable in room temperature controls   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Black out screens/curtains required in rooms where there is natural daylight  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Power sockets (or power units in the table furniture) equivalent to the number of persons which can be accommodated boardroom style |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | The following equipment is available, either via the resort directly, or through an external party, and arranged by the resort:     |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Equipment for presenters (e.g. felt pens, laser lights etc)   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Speakers desk   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Flip-charts; and / or Writing board e.g. a white board  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Universal adaptors, and extension cables  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | Projection screen (must also have portable unit if fixed)   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |
| <input type="checkbox"/> | LCD Projector   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="text"/> <input type="text"/> |

|   |  |   |   |   |   |   |
|---|--|---|---|---|---|---|
| <input type="checkbox"/>                              | Video/DVD with remote control  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                              | Monitor / colour TV with remote control  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                              | Serviced meeting rooms available i.e. with administrative assistant  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>3.1.1.03 Ventilation, AC &amp; Lighting</b>        |  |   |   |   |   |   |
| <input type="checkbox"/>                              | Room and table lighting sufficient to read menus, or additional lighting is available if required - Ceiling, table and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                              | Lighting is adjustable   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                              | There are good levels of ventilation, providing adequate air flow into the outlet, so that there is a fresh odour free atmosphere - Functioning air handling units providing fresh air intake into the outlet  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                              | There are good levels of air conditioning, providing an ambient temperature at all times of the year: - AC Present in all indoor outlets - Individual controls to adjust temperate control if applicable - Ambient Temperature 18 - 23 Degrees Celsius   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                              | A means of cooling and heating provided in outdoor outlets which are attached to an internal restaurant e.g. on a balcony / veranda etc  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>3.1.1.04 Walls and Floorings</b>                   |  |   |   |   |   |   |
| <input type="checkbox"/>                              | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | Where present, carpets fitted correctly and with underlay  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>3.1.1.05 Furniture, Fittings &amp; Decorations</b> |  |   |   |   |   |   |
| <input type="checkbox"/>                              | Tables and seating options (e.g. chairs, stools etc) are present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | For each seating option, tables and chairs used are consistent throughout the outlet   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>3.1.1.06 Food &amp; Beverage Service</b>           |  |   |   |   |   |   |
| <input type="checkbox"/>                              | Food and beverage service available  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | Specific menus for Conference & Banqueting areas / functions, with as a minimum, a choice of finger food, buffet and plated options, and hot and cold options.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                              | A combination of a full kitchen, satellite kitchens and / or serving pantry/ies (depending on volume required) are dedicated to C&B. - If rooms are located on separate floors, satellite kitchens or serving pantries are required per floor - Note that where the meeting space is adjacent to the main kitchen, service can be directly from it, so long as dedicated areas, and if required personnel, are provided% | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>3.1.1.07 Cloakrooms</b>                            |  |   |   |   |   |   |
| <input type="checkbox"/>                              | 1 set of public toilets for gents, and 1 for ladies, to service the Banqueting facilities  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |  |   |   |   |   |   |
|--------------------------|--|---|---|---|---|---|
| <input type="checkbox"/> | ** At least 1 independent toilet for disabled guests, that allows wheelchair access  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Entrance Cloakroom doors:  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 external entrance door (to the Public areas)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 additional internal door / privacy wall / or partition leading to the main cloakroom area, for privacy purposes  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Each cloakroom should contain:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Lidded WC's in line with Dubai Municipality requirements   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Separate cubicles if more than one WC  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Internal lock  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Washbasins   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | One mirror for each Washbasin  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Separate bidet or spray washer in each cubicle   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Toilet roll holder   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Toilet paper   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | At least 1 spare toilet roll   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Liquid soap  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Hot and cold running water   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Individual towels or other means of drying hands e.g. an air hand dryer machine  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Automatic air freshener  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Evidence that cloakrooms are cleaned, stocked and frequently checked e.g. a cleaning schedule  |   |   |   |   |   |

|                          |   |   |   |   |   |
|--------------------------|---|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Lidded Sanitary bins provided in Ladies' cloakroom  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Fireproof waste bin in common area  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Separate make up area provided in Ladies' cloakroom   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Baby changing facility in either an independent baby changing facility (family care room) or available in at least one male and one female cloakrooms |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

Self-Assessment => Assessment Area

- 1 Public Areas 
  2 Food & Beverage 
  3 Conference & Banqueting 
  4 Services 
  5 Leisure 
  6 Bedrooms 
  7 Bathrooms 
  8 Suite 
  9 Housekeeping 
  10 Maintenance

Licensing 
  Operating 
  Enhancing





4.1 Staffing

| Omit                     | 4.1.1 General  | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|--|---|---|---|---|
|                          | 4.1.1.01 General   |   |   |   |   |
| <input type="checkbox"/> | All staff are uniformed  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Uniforms are consistent within each dedicated area / division etc  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | There is a staff grooming policy in place which addresses areas such as hygiene, jewellery, hair presentation, make up etc   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | All staff are presented in keeping with the Staff Grooming Policy  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | All staff wear a name badge, or badge indicating that they are a staff member  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | There are staff training programmes in place, for all staffing roles within the resort   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | There is a training calendar, and records which demonstrate that all staff members have attended the relevant training programmes  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | ** Staff canteen or dedicated eating space provided, with food service (can be in-house / external catering or vending machine)  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | ** Separate male and female staff cloakrooms with changing facilities provided, located out of public view (Back of House)   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | There is evidence and accounts which demonstrate that service charge revenues are allocated as per the Department of Tourism & Commerce Marketing Circulars (refer to most up-to-date version available) |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |



























4.2 Operator Service

| Omit                     | 4.2.1 General  | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|--|---|---|---|---|
|                          | 4.2.1.02 General   |   |   |   |   |
| <input type="checkbox"/> | 24 Hours Operator service available                      |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Dedicated Resort (Hotel) Operator, located back of house |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Answers phone promptly within five rings                 |   |   |   |   |







|                          |   |   |   |   |   |
|--------------------------|---|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Confirms resort name to all external callers    |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

#### 4.3 Resort Website

| Omit                     | 4.3.1 General  | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|--|---|---|---|---|
|                          | 4.3.1.03 General   |   |   |   |   |
| <input type="checkbox"/> | Functioning website available in Arabic (this applies to the specific Hotel Establishment website, the group/other websites are not affected by this regulation) |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Functioning website available in English   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Other languages frequently used by the majority of the guests are also provided for  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Full resort name, any chain affiliations and official star rating referenced   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Detailed, current and accurate resort information provided   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | A reservation enquiry facility with a maximum response time of 24 hours  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Real-time on line reservation and booking confirmation available on Resort website   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Resort image gallery, show casing as a minimum 6 current images, with images present of both public areas and bedrooms   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Contact section on website with full contact details and enquiry submission facility   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Location map provided with detailed directions   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Lost and Found information, or a contact for the Lost & Found department   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | There is information regarding any construction work nearby or in the resort, if applicable  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Website address and e-mail contact displayed on all printed promotional materials  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |



































#### 4.4 Reservations





















| Omit                     | 4.4.1 General   | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|---|---|---|---|---|
|                          | 4.4.1.04 General  |   |   |   |   |
| <input type="checkbox"/> | Dedicated Reservations Department or Reservationists, located back of house (Note: May be located off site) |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Voice reservations accepted 24 hours, either at the resort, or through a central reservation service        |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |  |   |   |   |   |  |  |
|--------------------------|--|---|---|---|---|--|--|
| <input type="checkbox"/> | Calls answered promptly within five rings and introduction provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Resorts caller's name and addresses caller by name prior to closing  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Provides rate structure and room availability  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Confirms rate inclusions and explains government fees and service charge policy, and any other applicable charges or supplements | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Provides an overview of facilities and services  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Exhibits competent knowledge of all associated facilities and hours of operation   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Explains deposit and cancellation policies   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Provides confirmation number or reference  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Written confirmation offered to guest  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Provides a thank you to guest for calling  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |











#### 4.5 Reception

| Omit                     | 4.5.1 Arrival & Rooming   | CC  | Cleanliness                                     | Condition                                       |   |  |  |
|--------------------------|---|---|---|---|---|--|--|
|                          | 4.5.1.05 General  |   |   |   |   |  |  |
| <input type="checkbox"/> | Clearly designated reception area/s within an impressive foyer or entrance hall. Additional reception area may be located on bedroom floors | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Property Management System in place   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Arriving guests greeted without delay outside the resort entrance   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Guests guided from entrance to reception area e.g. by doorman, bellman, hosts etc   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | A welcome amenity / service offered which promotes Local culture. E.g. Arabic Coffee and dates  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Guest booking details and preferences are confirmed upon check-in   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Staff control guest luggage from arrival outside to prompt delivery in bedroom.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |
| <input type="checkbox"/> | Reception staffed 24 hours  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |  |



|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Arabic and English speaking personnel on duty at all times  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Other languages frequently used by the majority of the guests are also provided for   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Guest rooming service is offered on arrival to all individual guests, which includes facilities overview, and bedroom orientation   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | If Rooming Service is declined, and any in-room features are operated by a control panel e.g. lighting, climate, room access, television etc, bedroom orientation is both offered and recommended, at a time convenient to the guest  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 4.5.2 Services  | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 4.5.2.06 General  |   |   |   |   |   |
| <input type="checkbox"/> | Central individual safety deposit boxes available at reception  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Minimum 3 local newspapers (2 must be Arabic) should be available at a public place in the Resort for guests to read free of charge   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Foreign Exchange available 24 hours, with current rates clearly displayed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Fax service available to guests via business centre or reception  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Universal adaptor provided at least through reception / housekeeping  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | The availability of Universal adaptors is to be published in the Guest Services Directory   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Telephone wake up service available and can be automated or booked directly with the Resort (hotel) operator / reception.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | At least two credit cards accepted  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | An approved form of prepayment, sufficient to cover the estimated guest bill, is secured in advance of, or on arrival of the guest, and prior to room access, as follows: - A credit card pre-authorisation; or - A cash advance deposit; or - A Pre-paid voucher; or - A letter from the guest's company Note: where a voucher or letter covers defined charges only, additional payment should be secured direct from the guest | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | There is a means of maintaining accounts and records pertaining to the resorts business   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Resort does not levy service charges or municipality fee in excess of the current amount as advised by the Governing Authority, for room rates and other services   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Resort must distinguish between the Municipality fee and the service charges, on all guest invoices   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Resort does not retain guest's passport during their stay, unless visa service has been provided by the resort  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | There is evidence that the resort informs guest and tour operators in advance of stay if construction work is taking place, nearby or in resort   |   |   |   |   |   |

|                             |  |   |   |   |   |
|-----------------------------|--|---|---|---|---|
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/>    | Paging system, if available, is in working order. Alternatively a paging service may be offered manually |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>4.5.2.07 Babysitting</b> |  |   |   |   |   |
| <input type="checkbox"/>    | Service available, if children permitted   |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>    | Staff trained in first aid and/or child services   |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>    | Rates are defined and available  |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>4.5.2.08 Messages</b>    |  |   |   |   |   |
| <input type="checkbox"/>    | Message taking system in place, via written messages, voicemail service or Interactive TV                |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>    | Messages handled discreetly, and written messages are placed in an envelope                              |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>4.5.2.09 Information</b> |  |   |   |   |   |
| <input type="checkbox"/>    | Staff can assist with relevant and current resort and tourist information in Arabic and English          |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>    | Local / hotel information provided in reception/lounge in Arabic and English                             |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>    | Other languages frequently used by the majority of the guests are also provided for                      |   |   |   |   |
|                             | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

#### 4.6 Guest Relations

| Omit                     | 4.6.1 General   | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|---|---|---|---|---|
| <b>4.6.1.10 General</b>  |   |   |   |   |   |
| <input type="checkbox"/> | Guest Relations Service available at least 14-18 hours, either at a dedicated desk or as part of the reception/concierge service. |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Where Service timings are not 24 hours, actual operating times are displayed in a prominent place in Arabic and English           |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | VIP programme in place for all return and VIP guests  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Complaint handling programme in place   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Mystery shopper programme in place  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





































#### 4.7 Concierge



































| Omit                     | 4.7.1 General                                   | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|---|---|---|---|---|
| <b>4.7.1.11 General</b>  |   |   |   |   |   |
| <input type="checkbox"/> | 24 hour concierge service is provided           |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |









|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Services include some or all of the following: - Theatre bookings - Sight-seeing trips - Taxi bookings - Travel and other requests                  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Postal service / stamps available with applicable charges   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Shuttle bus service provided (scheduled) to shopping malls / attraction sites   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Valet parking service available 24 hours  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Car hire available on request, either through reception, or provided by an agency   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | If provided by agency: then with set hours, and enquiries are directed through the reception when agency is closed                                  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Short term luggage storage facility in a designated secure area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 24 hr. portorage provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 4.7.2 Travel Services   | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 4.7.2.12 General  |   |   |   |   |   |
| <input type="checkbox"/> | Travel services available through reception, concierge or special travel office   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Can arrange local tours and excursion, taxi bookings and provide travel / tourism information.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Transportation company used by the resort is licensed and approved by Dubai Transport   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | All tours are booked via an external and licensed operator, and not provided by the resort themselves   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Overland Tourist Safari provider used by the resort is approved by the Department of Tourism & Commerce Marketing and holds a current annual permit | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Airport transfer available to / from, on request, and in a timely manner  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

#### 4.9 Other

|                          |  |   |   |   |   |   |
|--------------------------|--|---|---|---|---|---|
| Omit                     | 4.9.1 General  | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 4.9.1.13 Business Centre   |   |   |   |   |   |
| <input type="checkbox"/> | Business centre services or a dedicated Business Centre facility exists, offering: | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | General computer usage   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Fax services   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|   |  |   |   |   |   |   |
|---|--|---|---|---|---|---|
| <input type="checkbox"/>                | Free wireless offering high speed for upload and download at all times   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                | Colour Photocopying  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                | Colour Printing  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                | Binding  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>4.9.1.14 Security</b>                |  |   |   |   |   |   |
| <input type="checkbox"/>                | Responsible person on site and on call 24-hours per day.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                | Fire alarm system present and functioning.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                | Security cameras present and functioning   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                | All resort entrances are controlled at night   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                | Functioning locks provided on each window overlooking a common walkway, or on the ground-floor   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>4.9.1.15 First Aid / Emergencies</b> |  |   |   |   |   |   |
| <input type="checkbox"/>                | Medical service available 24 hours, either on call or in-house   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | First aid box provided in all outlets, at the reception, and near leisure facilities. Contains all medical items listed as per Dubai Corporation for Ambulance Services.                   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | Automated External Defibrillator (AED) provided in the lobby of the main building, health clubs or other annexes   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | Qualified staff available to handle emergencies - minimum of 3 staff, one who should be available 24 hours   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | Qualified staff have completed a training course in Basic Life Support (BLS) including First Aid, and Cardio Pulmonary Resuscitation (CPR) at the Dubai Corporation for Ambulance Services | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>4.9.1.16 Wheelchair</b>              |  |   |   |   |   |   |
| <input type="checkbox"/>                | Wheelchair available for guest use   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>4.9.1.17 Retail</b>                  |  |   |   |   |   |   |
| <input type="checkbox"/>                | ** At least 1 Retail Shop selling general reading items  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | Items on sale include:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | Local Newspapers   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                                     |   |   |   |   |   |   |
|-------------------------------------|---|---|---|---|---|---|
| <input type="checkbox"/>            | International Newspapers  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>            | Other reading materials e.g. magazines  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>            | A selection of male and female toiletries (e.g. toothpaste)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>            | Resort items e.g. swimwear, sun screen, swim nappies etc.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>            | In addition, at least 1 Gift Shop is provided on site which can be combined with existing Retail Shop   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>            | Other speciality retail outlets may also be present e.g. Tailor, Jewellers etc  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>4.9.1.18 Buggies &amp; Carts</b> |   |   |   |   |   |   |
| <input type="checkbox"/>            | Buggies & Carts to be provided for guest use in the resort grounds, chauffeured or self driven  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                                | 4.9.2 Environmental Awareness   | CC  | Cleanliness                                     | Condition                                       |   |   |
| <b>4.9.2.18 General</b>             |   |   |   |   |   |   |
| <input type="checkbox"/>            | There is a written environmental policy, with initiatives for both employees and guests (without consequences for non compliance for guests)    | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>            | There is evidence of a plan to implement the policy for employees, which may be supported by organised events, trainings etc                    | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>            | There is evidence of efforts to reduce waste, without reducing guest comfort  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>            | There is evidence of efforts to improve energy efficiency, without reducing guest comfort   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                                | 4.9.3 Universal Access  | CC  | Cleanliness                                     | Condition                                       |   |   |
| <b>4.9.3.19 General</b>             |   |   |   |   |   |   |
| <input type="checkbox"/>            | There is a written Universal Access policy pertaining to disabled guests, which clearly explains to employees, guidelines and procedures for:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>            | Dealing with guests with mobility impairments   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>            | Dealing with guests with hearing impairments  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>            | Dealing with guests with visual impairments   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>            | There is evidence of a plan to implement the policy for employees, which may be supported by organised events, trainings etc                    | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>            | There is a written policy pertaining to emergency procedures for disabled guests, with clearly defined emergency and evacuation procedures for: | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Guests with mobility impairments  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Guests with hearing impairments   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Guests with visual impairments  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Hotel Establishments shall comply with any universal access policy issued by the Dubai Municipality | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |









































Self-Assessment => Assessment Area







































- 1 Public Areas
- 2 Food & Beverage
- 3 Conference & Banqueting
- 4 Services
- 5 Leisure
- 6 Bedrooms
- 7 Bathrooms
- 8 Suite
- 9 Housekeeping
- 10 Maintenance

































■ Licensing ■ Operating ■ Enhancing



































5.1 General Requirements





































| Omit                     | 5.1.1 Spa   | CC  | Cleanliness | Condition |  |
|--------------------------|---|-----|-------------|-----------|--|
|                          | 5.1.1.02 Facilities   |     |             |           |  |
| <input type="checkbox"/> | A full service spa exists   |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | There is a minimum of 3 treatment rooms   |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Includes either separate male and female sections, or has defined ladies only timings                 |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Spa offers separate relaxation areas  |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Spa offer separate male and female Saunas or Steam Rooms or Jacuzzi's; or defined ladies only timings |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Spa has separate changing facilities, that include:   |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Lidded WC's in line with Dubai Municipality requirements  |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Separate cubicles if more than one WC   |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Internal lock   |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Washbasins  |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | One mirror for each Washbasin   |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Separate bidet or spray washer in each cubicle  |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Toilet roll holder  |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |
| <input type="checkbox"/> | Toilet paper  |     |             |           |  |
|                          | Y N   | Y N | Y N         | Y N       |  |









































|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | At least 1 spare toilet roll  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Liquid soap   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Hot and cold running water  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Individual towels or other means of drying hands e.g. an air hand dryer machine     | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Automatic air freshener   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Showers with curtains / doors (if curtains, evidence that they are laundered daily) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Bathmat   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Changing cubicles   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Lockers (Number of lockers equivalent to number of treatment rooms)                 | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Benches   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Clothes hooks   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bathrobes   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Slippers  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Towels  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Towel baskets   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Fireproof waste bin   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Shampoo   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Conditioner   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Shower gel  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Body Lotion   |   |   |   |   |   |















|   |   |   |  |  |   |
|---|---|---|--|--|---|
|   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Tissues  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Shower caps  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Make-up remover  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Cotton buds  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Face Pads  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Deodorant  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Hair dryer - Can be a wall mounted unit - Hose type hair dryer not acceptable - Has an automatic shut off if located in the wet area - Automatic shut off not required if located in a dry area  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Evidence that treatment rooms are cleaned, stocked and frequently checked e.g. a cleaning schedule   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> Lidded Sanitary bins provided in Ladies' cloakroom   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Fireproof waste bin in common area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> At least one changing room allows wheelchair access in each changing facility  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> At least one treatment room allows wheelchair access   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Spa offers a staffed health bar, or alternatively F&B items are available, either complimentary or chargeable  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <b>5.1.1.03 Signage</b>   |   |   |  |  |   |
| <input type="checkbox"/> Signage present in Arabic & English, at Health Club entrance and in changing rooms, alerting visitors to dress modestly at all times   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Signage in other languages frequently used by the majority of the guests may also provided for   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Operating hours must be clearly stated for guest to view available in Arabic and English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <b>5.1.1.04 Treatments</b>  |   |   |  |  |   |
| <input type="checkbox"/> Spa offers treatment menu with range of treatments including a minimum selection of 4 of the following categories: facials, pedicures, body treatments, alternative therapies, jet baths, massages, wraps, waxing, reflexology and Ayurvedic treatments. | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |

|                          |  |   |   |   |   |   |
|--------------------------|--|---|---|---|---|---|
| <input type="checkbox"/> | Products used are available for sale   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Where male and female treatments are offered, there is evidence that therapists only conduct treatments of the guests of the same gender e.g. male and female staff are scheduled concurrently   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | If female only relaxation areas exist in the spa, there is evidence that only female attendants are scheduled to work in these areas   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 5.1.2 Hairdresser & Shops  | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 5.1.2.05 Hairdresser and Shops   |   |   |   |   |   |
| <input type="checkbox"/> | Hairdressing service for ladies and gentlemen, provided through a salon located in the Resort, or via an external party, which visits the Resort   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Shop or display units selling Health and Sports items available in this area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 5.1.3 Gymnasium  | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 5.1.3.06 Gymnasium   |   |   |   |   |   |
| <input type="checkbox"/> | Gymnasium present  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Reception area for guests providing towels and locker keys on arrival  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Gymnasium staffed by certified professionals / instructors   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | There is evidence that only female staff are scheduled to work in female only areas (timings) of the gymnasium / health club / spa, and vice versa for male staff and male areas (timings)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Provides at least 4 different types of training equipment, which may include: - Strength Training Machines (including multi -purpose units) with instruction - Cardio Machines (running, bikes, treadmills, steppers, rowing machines) - Mats - Bench - Free weights | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Provides full length mirror which is at least 2 meters in height   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Evidence of cleaning and sanitation program for all machinery  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Service contract in place for all machinery  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Personal trainer available during operating hours  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Minimum 1 TV for every 2 cardio machines however every machine must be able to view a TV   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Operating hours must be clearly stated for guest to view available in Arabic and English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                     | 5.1.5 Kids Facilities  | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 5.1.5.07 Kids Facilities   |   |   |   |   |   |
| <input type="checkbox"/> | Kids club in a specially built facility with a covered / air-conditioned / shaded area   |   |   |   |   |   |

|                          |   |   |   |   |   |
|--------------------------|---|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> | Secured indoor air conditioned area; or a shaded and cooled outdoor area  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Children's tables and chairs  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Staff trained and certified in first aid and / or childcare services  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Daily activity programme  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Outdoor play ground   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Operating hours must be clearly stated for guest to view, available in Arabic and English   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 5.1.5 Recreational Facilities, Activities and Equipment   | CC  | Cleanliness                                     | Condition                                       |   |
|                          | 5.1.5.08 Recreational Facilities & Activities   |   |   |   |   |
| <input type="checkbox"/> | At least three land, and where applicable three water, based activities offered on site and can be booked in advance: Land: Tennis Courts, Badminton, Squash, Racquet Ball, Golf, Cycling, Jogging Trail, Desert Activities, Land Theme Park Experience Water: Sailing, Fishing, Diving, Beach Volley Ball, Parasailing, Kayaks, Water Skiing, Boat Trips / Rides, Inflatable Rides e.g. banana boat, Water Theme Park Experience |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least three indoor leisure activities are additionally available on site e.g.: Table Tennis, Board Games, Billiards, Game Counsels etc   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Onsite library / reading room with a range of Books, CD's and DVD's for complimentary guest use whilst in-house.  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | There is a Daily Activity Programme for adults which combines exercise with sport   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Operating hours must be clearly stated for guest to view available in Arabic and English  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 5.1.5.09 Equipment & Instruction  |   |   |   |   |
| <input type="checkbox"/> | If sporting facilities offered which use specialised equipment, the equipment must also be available for hire.  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Specialised instruction offered for at least two resort specific sporting activity e.g.: Golf, Yoga / Pilates, Desert Driving, Water Sports, Racquet sports etc   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                     | 5.1.6 Pool & Beach  | CC  | Cleanliness                                     | Condition                                       |   |
|                          | 5.1.6.10 General  |   |   |   |   |
| <input type="checkbox"/> | At least 1 pool must be outdoors and there should be a separate children's pool, or separated area for children   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Kids pool must have shade.  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | If private unit pools available, this does not eliminate the requirement for the outdoor pool and the kids pool/separated area  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|   |  |   |   |   |   |   |
|---|--|---|---|---|---|---|
| <input type="checkbox"/>                    | All pools should be temperature controlled   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Ladders available in all pools   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Lifeguard operating hours must be clearly stated for guest to view   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | At least one certified Lifeguard on duty during stated hours of operation; or more if full pool area cannot be viewed in its entirety by one person from monitoring position | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | At least one certified Lifeguard on duty during stated hours of operation at the beach - where beach available   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Designated swimming areas on the beach, clearly marked by buoys  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Depth signage on all pools, and level indicated at every change in depth   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Evidence that all pools are cleaned and frequently checked e.g. a cleaning schedule  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Tiling is non slip both around and inside the pool   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Outdoor showers are provided for outdoor pools and / the beach   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Sun beds available at the beach and / pools  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Umbrellas available at the beach or where a pool is located outdoors   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>5.1.6.11 Food &amp; Beverage Service</b> |  |   |   |   |   |   |
| <input type="checkbox"/>                    | Food and beverage service available  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Sun beds at pools and beach are serviced by waiters  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | If swim-up bars are present in swimming pools, are serviced by staff   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>5.1.6.12 Changing Facilities</b>         |  |   |   |   |   |   |
| <input type="checkbox"/>                    | Separate male / female changing facilities with a minimum of:  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Lidded WC's in line with Dubai Municipality requirements   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Separate cubicles if more than one WC  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Internal lock  |   |   |   |   |   |

|  |   |   |  |  |   |
|--|---|---|--|--|---|
|  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Washbasins  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> One mirror for each Washbasin   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Separate bidet or spray washer in each cubicle  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Toilet roll holder  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Toilet paper  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> At least 1 spare toilet roll  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Liquid soap   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Hot and cold running water  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Individual towels or other means of drying hands e.g. an air hand dryer machine       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> Automatic air freshener   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> 2 Showers with curtains / doors (if curtains, evidence that they are laundered daily) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Bathmat   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Clothes hooks   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Towel baskets   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Fireproof waste bin in common area  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Shampoo   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Conditioner   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Shower gel  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Body Lotion   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |

|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Hair dryer - Can be a wall mounted unit - Hose type hair dryer not acceptable - Has an automatic shut off if located in the wet area - Automatic shut off not required if located in a dry area | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Functioning lighting with sufficient light intensity. - Ceiling and wall lighting present - All bulbs in working order - All bulbs are covered (unless lighting design does not require)        | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Evidence that changing rooms are cleaned, stocked and frequently checked e.g. a cleaning schedule   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Lidded Sanitary bins provided in Ladies' cloakroom  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Fireproof waste bin in common area  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Baby changing facility in either an independent baby changing facility (family care room) or available in at least one male and one female cloakrooms   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | At least one changing room allows wheelchair access in each changing facility   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |











































Self-Assessment => Assessment Area





































- 1 Public Areas
- 2 Food & Beverage
- 3 Conference & Banqueting
- 4 Services
- 5 Leisure
- 6 Bedrooms
- 7 Bathrooms
- 8 Suite
- 9 Housekeeping
- 10 Maintenance

■ Licensing ■ Operating ■ Enhancing

6.1 General Requirements



































| Omit                     | 6.1.1 Rooms & Sizes  | CC  | Cleanliness                                     | Condition                                       |   |  |
|--------------------------|--|---|---|---|---|--|
|                          | 6.1.1.01 Rooms   |   |   |   |   |  |
| <input type="checkbox"/> | Minimum 10 rooms   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | A variety of accommodation should be offered with at least three distinct levels of accommodation e.g. classic, deluxe, suites   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | ** At least some units have direct access to the grounds or beach  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Minimum 1 room with disabled facilities if total guest rooms is less or equal to 50; 1 additional room if total guest rooms is between 51 - 100, and 1 further additional room for every 100 rooms thereafter  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | 10% rooms are non smoking  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Non smoking rooms are located together so that the entire corridor is non smoking (may require more than 10% of inventory). If the floor has only one corridor, all rooms must be non smoking. If the floor has wings, it is sufficient that a wing is non smoking, assuming that minimum 10% requirement is met | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | ** An Internal House Phone available on each floor   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | ** Single Room: Minimum 34 sqm (including bathroom and excluding entrances and any outdoor areas e.g. balcony)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | ** Double Room: Minimum 36 sqm (including bathroom and excluding entrances and any outdoor areas e.g. balcony)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | ** Triple Room: Minimum 38 sqm (including bathroom and excluding entrances and any outdoor areas e.g. balcony)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | ** Bathroom: Minimum 4.5 sqm   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| Omit                     | 6.1.2 Other  | CC  | Cleanliness                                     | Condition                                       |   |  |
|                          | 6.1.2.02 Door & Signage  |   |   |   |   |  |
| <input type="checkbox"/> | Each guest unit has an entrance door   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Door knocker or bell   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |





































|  |   |   |   |   |   |   |
|--|---|---|---|---|---|---|
| <input type="checkbox"/>                               | Spy hole in door or other means of viewing the exterior side of the door. E.g. Intercom system  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Door stopper or other means present to hold door in open position   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | All entrance doors should lock automatically, preventing access from the outside. Door lock can be mechanical or electronic.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Secondary locking mechanism present e.g. double lock, switch etc  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Door chain or latch present in addition to the primary and secondary locking mechanism (Note: May be a built in chain if the secondary locking mechanism is a switch) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | All entrance doors to be fitted with door closers to enable a controlled / slow close   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Internal connecting doors with deadbolt lock or double door system  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Door signage showing room number  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Do Not Disturb available as a sign or electronic indicator  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Make Up My Room sign, or electronic indicator   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Fire evacuation plans displayed in Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Fire evacuation plans displayed in other languages  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Prayer sign affixed and positioned correctly on ceiling/wall  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| 6.1.2.03 Lighting, Temperature Control & Soundproofing |   |   |   |   |   |   |
| <input type="checkbox"/>                               | Air Conditioning with in-room adjustable controls   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Air conditioning unit does not omit noise   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Emergency lighting provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | ** Lighting master switch, or series of switches at bedside, which control all lights within the room / bathroom  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Lighting master switch, or power shut off option at door e.g. key card activator  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | 1 light / reading lamp per person at bedside (note: maximum 2 required)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

























|  |  |   |   |   |   |   |
|--|--|---|---|---|---|---|
| <input type="checkbox"/>                     | Additional lighting at desk / vanity area  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | All lights must have shades  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>6.1.2.04 Balcony</b>                      |  |   |   |   |   |   |
| <input type="checkbox"/>                     | Balcony measurements and design layout as per Dubai Municipality requirements  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Balcony doors, where present, have a functioning locking mechanism (should not be automatic so that guests may re-enter)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Secondary locking mechanism present to additionally secure door from the inside e.g. a latch   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | The latch is out of the reach of children (where permitted)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | When unlocked, it is possible to open the door from the outside, so that guests may re-enter   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Rooms with balconies with sufficient space to accommodate furniture, must provide tables and chairs with soft seat or seat cushions. (minimum of one table and two chairs) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | If balconies are not provided with a shaded area, umbrellas should be provided.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>6.1.2.05 Windows</b>                      |  |   |   |   |   |   |
| <input type="checkbox"/>                     | Window present in every habitable room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Windows are double glazed  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Each window overlooking a common walkway or in a ground floor unit must be equipped with a functional lock.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Sheer and dress curtains, or blinds, and black out to completely darken room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Working curtain / blind mechanisms   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>6.1.2.06 Walls and Flooring</b>           |  |   |   |   |   |   |
| <input type="checkbox"/>                     | Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Where present, carpets fitted correctly and with underlay  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Wooden/tiled floors have a rug covering the area immediately surrounding the bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>6.1.2.07 Interior Decoration / Design</b> |  |   |   |   |   |   |

|                          |  |   |   |   |   |   |
|--------------------------|--|---|---|---|---|---|
| <input type="checkbox"/> | Room features include some cornices, artwork, artefacts, framed mirrors, and other general decorations | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|--------------------------|--|---|---|---|---|---|









## 6.2 Room, Furniture & Equipment

| Omit                     | 6.2.1 Beds & Linen  | CC  | Cleanliness                                     | Condition                                       |   |   |
|--------------------------|---|---|---|---|---|---|
|                          | 6.2.1.08 Beds & Linen   |   |   |   |   |   |
| <input type="checkbox"/> | Rooms available with double occupancy bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Single Bed size minimum 120 cm x 200 cm   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | ** Double bed size minimum 200 cm x 200 cm  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | All double occupancy beds have access from both sides   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Headboard provided or built in  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 2 sheets provided for the mattress (bottom sheet and intermediate sheet)                                  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Sheets are as a minimum 80/20 (80% cotton, 20% other). Other luxury materials may also be used e.g. linen | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Blanket with cover sheet and bedspread; or Duvet with cover provided                                      | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | 2 pillows with cases per person   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Mattress fitted with mattress protector or under blanket  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Mattress rotated with signage, or replaceable cartridges  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Decorative Cushions & Throws  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bed base valance, if applicable   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Additional Pillow or bedding wrapped and stored in room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Additional Pillows/Bedding available on request   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | If feather duvets / pillows used, non allergic alternative available on request                           | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Evidence of blanket and duvet cleaning programme  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |  |   |   |   |   |   |
|--------------------------|--|---|---|---|---|---|
| <input type="checkbox"/> | Evidence of spring and deep cleaning programmes in place   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Cots and extra beds are available on request, provided guest limit per room is not exceeded  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 6.2.2 Furniture  | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 6.2.2.09 General   |   |   |   |   |   |
| <input type="checkbox"/> | 1 bedside cabinet per single, 2 per double room. For twin rooms 1 cabinet will suffice if placed between the beds, and additionally there is a chest of drawers / dresser placed adjacent to and within easy reach of one bed, and at a similar height to the bedside cabinet. | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 Dressing Table / Work Desk per room  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 Chair to accompany dressing table / work desk (if dressing table and work desk provided, dressing table seating can be a stool)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 arm chair per single and 2 armchairs or 2 seater sofa per double   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 Coffee table per room or 1 side table adjacent to the seating area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Luggage Rack for 2 bags (Minimum size per suitcase 80 x 60 cm) (2nd luggage rack may be available upon request)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Conveniently located Full Length Mirror, minimum (40cm x 100 cm). Can be part of wardrobe  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Dressing Table Mirror  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 6.2.2.10 Wardrobe  |   |   |   |   |   |
| <input type="checkbox"/> | Minimum 1 fitted or free standing wardrobe with integral lighting  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | ** Wardrobe dimensions at least: - 60 cm deep - 60 cm wide per person - Hanging rail height located 180 cm above the floor level - Note: Space refers to free hanging space and does not include space assigned to safe, shelving etc  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Minimum 6 hangers provided per person  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Hangers are not affixed to the hanging rail i.e. they can be removed in their entirety from the rail   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Hangers are of uniform standard, and the following are provided:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Wooden trouser hangers   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Skirt hangers  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Padded hangers   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |



|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Shoe rail provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Tie rail provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | ** At least 4 enclosed shelves of which at least 2 must not be drawers included in the wardrobe per person                          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 6.2.3 Equipment   | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 6.2.3.11 Minibar  |   |   |   |   |   |
| <input type="checkbox"/> | Minibar stocked with snacks and soft beverages (Water and Juices)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | If alcohol present in the minibar, Resort holds a current Liquor License  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Minibar Price List  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Bottle Opener (if applicable i.e. non screw top)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
|                          | 6.2.3.12 Safety Deposit Box   |   |   |   |   |   |
| <input type="checkbox"/> | ** Safety Deposit Box Provided to fit 17" laptop (H)200 x (W)420 x (D)370 mm  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Instruction in Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Instruction in Other Languages  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 6.2.3.13 Iron / Iron board  |   |   |   |   |   |
| <input type="checkbox"/> | Available in Room, or iron & board available on request. Where not available for guest use, to be provided as complimentary service | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Trousers press may be available in room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |







































### 6.3 Amenities

|                          |                      |   |   |   |   |   |
|--------------------------|----------------------|---|---|---|---|---|
| Omit                     | 6.3.1 General        | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 6.3.1.14 General     |   |   |   |   |   |
| <input type="checkbox"/> | Breakfast Card       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Shoe Horn provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Shoe Basket provided | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Shoe Polish Utensils | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Clothes Brush        |   |   |   |   |   |







































|  |   |   |   |   |   |
|--|---|---|---|---|---|
|  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Sewing Kit  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> One pair slippers per person  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> A hair dryer must be provided in the bedroom or bathroom: - Can be a wall mounted unit and must have an automatic shut off if located in the bathroom - Automatic shut off not recommended for bedroom unit - If in bathroom and wall mounted, additional free standing hairdryer must be available on request - Wall mounted hose type hair dryer not acceptable | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> At least 3 available sockets for guest use (unused by other room equipment), of which one is adjacent to the work desk and one adjacent to each bedside cabinet   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Fireproof waste bin   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> 2 copies of Laundry lists (including dry cleaning, laundry and pressing) and 2 bags with current prices in Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Tea / coffee making facilities with suitable china, spoons, coffee, tea, sugars and milk at no charge   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Choice of hot drinks including a range of specialty teas (4 flavours), milk, and freshly ground caffeinated and decaffeinated coffee (with cafetierre), sugar and sweeteners  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> One Bedside mat provided (descendre du lit) for single beds and 2 for double or kings   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Quran (English version). (Arabic version available on request)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Prayer mat  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Ice bucket & tongs  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> A selection of glassware with coasters  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> 2 ashtrays per room in smoking rooms  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Matches provided on request for smoking rooms   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





#### 6.4 Communications

| Omit                     | 6.4.1 General   | CC  | Cleanliness                                     | Condition                                       |   |   |
|--------------------------|---|---|---|---|---|---|
|                          | 6.4.1.15 TV / Radio   |   |   |   |   |   |
| <input type="checkbox"/> | Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | International channels provided   |   |   |   |   |   |

|  |   |   |  |  |   |
|--|---|---|--|--|---|
|  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Radio, or radio channels, provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> TV located in a cabinet, or placed on or above a unit   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed             | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Usage Instructions in Arabic and English  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Other languages   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Programme Guide in Arabic and English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Other languages   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Remote Control  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> DVD Player and Library or Video on Demand   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <b>6.4.1.16 Time Display</b>   |   |   |  |  |   |
| <input type="checkbox"/> Time should be visible in darkness e.g. LCD alarm clock or on television (should be viewable when switched off)       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <b>6.4.1.17 Telephone / Internet / Alarm</b>   |   |   |  |  |   |
| <input type="checkbox"/> 2 telephones per room, 1 beside/near bed, 1 on desk   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Direct dial for local and international calls   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Voicemail / messaging with indicator light  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Possible to place Do not disturb on phone line  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Access to dial Resort departments directly  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Telephone Rate Card   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Alarm facility / service or clock   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |



|  |   |   |   |   |   |   |
|--|---|---|---|---|---|---|
| <input type="checkbox"/>                                   | Fax machine in upgraded rooms, or on request  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Room number or bedroom extension number on all phones in room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>6.4.1.18 Stationary / Magazines</b>                     |   |   |   |   |   |   |
| <input type="checkbox"/>                                   | Weekly/Monthly magazines available - Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Other languages   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Guest stationary (envelopes, writing paper / notepad and pen/pencil)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Notepad and pen/pencil should be placed next to bedside   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Headed fax paper  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Postcards   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Guest Questionnaire available on paper in room or evidence that guest questionnaire is being sent after guest departure | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>6.4.1.19 Newspapers</b>                                 |   |   |   |   |   |   |
| <input type="checkbox"/>                                   | Minimum 3 local newspapers (2 must be Arabic) should be offered in room or on request, free of charge                   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | International papers, on request, chargeable  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>6.4.1.20 Guest Services Directory &amp; Information</b> |   |   |   |   |   |   |
| <input type="checkbox"/>                                   | Printed Guest Services Directory provided, with:  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Electronic Guest Services Directory provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Detailed Resort information, addressing all available services, in Arabic & English                                     | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Other languages   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Emergency procedures in Arabic & English  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Other languages   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | General Tariffs in Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Other languages   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |  |   |   |   |   |
|--------------------------|--|---|---|---|---|
| <input type="checkbox"/> | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Telephone directory available (may be yellow pages beside bed or list on the television, etc...) |   |   |   |   |
| <input type="checkbox"/> | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |







































Self-Assessment => Assessment Area

- 1 Public Areas 
  2 Food & Beverage 
  3 Conference & Banqueting 
  4 Services 
  5 Leisure 
  6 Bedrooms 
  7 Bathrooms 
  8 Suite 
  9 Housekeeping 
  10 Maintenance



































Licensing 
  Operating 
  Enhancing

















7.1 General Requirements

| Omit                     | 7.1.1 En-suite   | CC  | Cleanliness                                     | Condition                                       |                          |
|--------------------------|--|---|---|---|--------------------------|
|                          | 7.1.1.01 General   |   |   |   |                          |
| <input type="checkbox"/> | En-suite Bathroom Present in each room   |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
|                          | 7.1.1.02 Fixtures & Fittings   |   |   |   |                          |
| <input type="checkbox"/> | Bathtub  |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | Safety handle in bath (where bathtub present)  |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | ** Separate walk-in shower with tempered glass door, minimum 1 sqm   |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | ** All shower and bath surfaces to be non slip   |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | Tempered Glass partition should be (minimum width 80cm) and minimum height should be positioned above the highest position of the shower head  |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | The shower area is enclosed so that water does not reach the bathroom floor, unless bathroom design is a wet room concept. The area may be enclosed by means of an entrance foyer to the shower, or by a tempered glass door |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | Lidded WC in line with Dubai Municipality requirements   |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | Separate bidet or spray washer present   |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | Soap holder beside the bidet, if bidet present   |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | Washbasin  |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | 2 Washbasins in upgraded room categories, if applicable  |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
| <input type="checkbox"/> | Bathroom door present with locking and emergency unlocking facilities  |   |   |   |                          |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> |
|                          | 7.1.1.03 Walls, Tiling & Flooring  |   |   |   |                          |
| <input type="checkbox"/> | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   |   |   |   |                          |

|   |  |   |   |   |   |
|---|--|---|---|---|---|
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/>                    | Flooring is finished (made of non slip sealed natural material -e.g. marble-, ceramic, or specially designed and treated material) |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| 7.1.1.04 Lighting, Ventilation & Water flow |  |   |   |   |   |
| <input type="checkbox"/>                    | Functional lighting for shaving and make-up.   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Hot and cold water available. Strong and simply adjusted flow of water, particularly in shower / bath                              |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Ventilation & Extraction provided  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| 7.1.1.05 Facilities                         |  |   |   |   |   |
| <input type="checkbox"/>                    | Shelving to store guest items  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Soap dishes (for individual soaps) or Soap Dispenser   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Tissue Holder  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Toilet Roll Holder   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                    | Conveniently located electric shaver point, with voltage indicated   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Mirror situated above or adjacent to the washbasin with integral or dedicated lighting   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Mirror in bathroom is non misting  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Magnifying shaving mirror provided in upgraded room categories   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Telephone  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Integrated alarm function on bathroom phone or a pull alarm system, to call for help in the event of an emergency                  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Volume controlled speakers   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Drip dry facility over bath or shower or complimentary drying facility provided  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | Weighing scales  |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                    | At least one clothes hook on/near door   |   |   |   |   |
|   | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

## 7.2 Amenities

| Omit                     | 7.2.1 General  | CC  | Cleanliness                                     | Condition                                       |   |   |
|--------------------------|--|---|---|---|---|---|
| 7.2.1.06 Towelling       |  |   |   |   |   |   |
| <input type="checkbox"/> | Rail/s for hand/bath towels provided, located beside the Washbasin/bath/shower areas which can accommodate required towelling items. Towel items can be stored on shelving, however rail must be present for drying                          | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | One set towels per person - at least hand towel, bath sheet and face cloth   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Bidet towelette holder beside the bidet, if bidet present  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Bidet towelette, if bidet present  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | One bathrobe per guest (Minimum 90% natural fibre i.e. cotton, silk, linen, etc...)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Bath rug (Minimum 50x70)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Additional bathmat for floor   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| 7.2.1.07 Toiletries      |  |   |   |   |   |   |
| <input type="checkbox"/> | Luxurious / branded toiletries as below. Minimum 1 per person and must all be packaged with the same brand, which may or may not be the resort brand. Minimum 40 ml for mandatory liquid items and 25 grams for individually packaged soaps: | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> | Individually packaged, or liquid soap  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bath foam/shower gel   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Shampoo  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Conditioner  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Body lotion  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Additional toiletries in upgraded rooms if applicable. May have additional items, be more luxurious / expensive brand, and / or larger size than those in entry bedrooms   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| 7.2.1.08 Amenities       |  |   |   |   |   |   |
| <input type="checkbox"/> | Other amenities include:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Tissues  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Shower caps  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Emery board   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Cotton buds   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Face Pads   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Emergency cosmetic kit/dental and shaving kits available on request, free of charge.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Additional amenities in upgraded rooms if applicable. May have additional items, be more luxurious / expensive brand, and / or larger size than those in entry bedrooms | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| 7.2.1.09 Other           |   |   |   |   |   |   |
| <input type="checkbox"/> | At least 2 toilet rolls   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | One glass per guest   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Lidded Sanitary bin with disposal bags  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |







































Self-Assessment => Assessment Area

- 1 Public Areas
- 2 Food & Beverage
- 3 Conference & Banqueting
- 4 Services
- 5 Leisure
- 6 Bedrooms
- 7 Bathrooms
- 8 Suite
- 9 Housekeeping
- 10 Maintenance









■ Licensing ■ Operating ■ Enhancing

8.1 General Requirements

| Omit                     | 8.1.1 Entrance  | CC  | Cleanliness                                     | Condition                                       |   |  |
|--------------------------|---|---|---|---|---|--|
|                          | 8.1.1.01 Door & Signage   |   |   |   |   |  |
| <input type="checkbox"/> | Each Suite has an entrance door   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Door signage showing Suite number   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Door knocker or bell  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Spy hole in door or other means of viewing the exterior side of the door. E.g. Intercom system  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Door stopper or other means present to hold door in open position   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | All entrance doors should lock automatically, preventing access from the outside. Door lock can be mechanical or electronic.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Secondary locking mechanism present e.g. double lock, switch etc  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Door chain or latch present in addition to the primary and secondary locking mechanism (Note: May be a built in chain if the secondary locking mechanism is a switch) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Internal connecting doors where present have deadbolt lock or double door system  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | All entrance doors to be fitted with door closers to enable a controlled / slow close   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Do Not Disturb available as a sign or electronic indicator  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Make Up My Room sign, or electronic indicator   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| Omit                     | 8.1.2 General Amenities   | CC  | Cleanliness                                     | Condition                                       |   |  |
|                          | 8.1.2.02 Stationary / Magazines   |   |   |   |   |  |
| <input type="checkbox"/> | Weekly/Monthly magazines available - Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Other languages   |   |   |   |   |  |





































|  |   |   |   |   |   |
|--|---|---|---|---|---|
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/>                                   | Guest stationary (envelopes, writing paper / notepad and pen/pencil)  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Notepad and pen/pencil should be placed next to bedside   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Headed fax paper  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Postcards   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Guest Questionnaire available on paper in room or evidence that guest questionnaire is being sent after guest departure             |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.1.2.03 Newspapers</b>                                 |   |   |   |   |   |
| <input type="checkbox"/>                                   | Minimum 3 local newspapers (2 must be Arabic) should be offered in room or on request, free of charge                               |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | International papers, on request, chargeable  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.1.2.04 Guest Services Directory &amp; Information</b> |   |   |   |   |   |
| <input type="checkbox"/>                                   | Printed Guest Services Directory / information booklet provided or, with:   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                                   | Detailed hotel information, addressing all available services, in Arabic & English  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Other languages   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Emergency procedures in Arabic & English  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Other languages   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | General Tariffs in Arabic & English   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Other languages   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Electronic Guest Services Directory provided  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Telephone directory available (may be yellow pages beside bed or list on the television, etc..)                                     |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.1.2.05 Iron / Iron board</b>                          |   |   |   |   |   |
| <input type="checkbox"/>                                   | Available in Room, or iron & board available on request. Where not available for guest use, to be provided as complimentary service |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                                   | Trouser press may be available in room  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |









| 8.1.2.06 Beverages etc   |  |   |   |   |   |   |
|--------------------------|--|---|---|---|---|---|
| <input type="checkbox"/> | Tea / coffee making facilities with suitable china, spoons, coffee, tea, sugars and milk at no charge  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Choice of hot drinks including a range of specialty teas (4 flavours), milk, and freshly ground caffeinated and decaffeinated coffee (with cafetierre), sugar and sweeteners | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Ice bucket & tongs   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | A selection of glassware with coasters   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





























## 8.2 Lounge

| Omit                     | 8.2.1 General   | CC  | Cleanliness                                     | Condition                                       |   |   |
|--------------------------|---|---|---|---|---|---|
| 8.2.1.07 Furniture       |   |   |   |   |   |   |
| <input type="checkbox"/> | The lounge has the following facilities:  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Minimum of 2 seater sofa and 1 arm chair however must accommodate the maximum number of sleepers in unit  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 dining table to accommodate the maximum number of sleepers in unit  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Dining chairs to accommodate the maximum number of sleepers in unit   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | 1 coffee table  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Additional Ambience Elements such as artwork, flowers, books, magazines, etc...   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Must be adequately lit  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | All lights must have shades   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| 8.2.1.08 TV / Radio      |   |   |   |   |   |   |
| <input type="checkbox"/> | Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | International channels provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Radio, or radio channels, provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | TV located in a cabinet, or placed on or above a unit   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





































|  |  |   |   |   |   |   |
|--|--|---|---|---|---|---|
| <input type="checkbox"/>                     | Usage Instructions in Arabic and English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Other languages  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Programme Guide in Arabic and English  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Other languages  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Remote Control   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | DVD Player and Library or Video on Demand  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.2.1.09 Telephone / Internet / Alarm</b> |  |   |   |   |   |   |
| <input type="checkbox"/>                     | Possible to place DND on phone line  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Access to dial hotel departments directly  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Telephone Rate Card  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Fax machine provided in room or on request   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Suite number or bedroom extension number on phone  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | 1 telephone available on work desk   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Direct dial for local and international calls  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Voicemail / messaging with indicator light   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit   | <b>8.2.2 Equipment</b>   | <b>CC</b>                                       | <b>Cleanliness</b>                              | <b>Condition</b>                                |   |   |
| <b>8.2.2.09 Minibar</b>                      |  |   |   |   |   |   |
| <input type="checkbox"/>                     | Minibar stocked with snacks and soft beverages (Water and Juices), if the Lounge has an access door to the main Resort Guest Room corridor and can be sold separately as an independent room.(If the lounge cannot be sold separately as an independent room then the Resort has the flexibility to have the minibar in either the Master Bedroom or the Lounge) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | If alcohol present in the minibar, hotel holds a current Liquor License  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Minibar Price List   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





































|                                   |  |   |   |   |   |   |
|-----------------------------------|--|---|---|---|---|---|
| <input type="checkbox"/>          | Bottle Opener (if applicable i.e. non screw top items present) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.2.2.10 Ashtray / Matches</b> |  |   |   |   |   |   |
| <input type="checkbox"/>          | 1 ashtray provided in smoking suites                           | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>          | Matches provided on request for smoking Suites                 | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |



































### 8.3 Master Bedroom

| Omit                             | 8.3.2 Room, Furniture & Equipment   | CC  | Cleanliness                                     | Condition                                       |   |   |
|----------------------------------|---|---|---|---|---|---|
| <b>8.3.2.01 General</b>          |   |   |   |   |   |   |
| <input type="checkbox"/>         | 10% of total inventory (must have 2 separate rooms i.e. separate Lounge divided by a wall)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>         | ** Minimum 54 sqm (including master bedroom and master bathroom, but excluding entrances, living areas, and any outdoor areas e.g. balcony) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>         | ** Any Additional Room for suites will be governed depending on regular room configuration (single 34sqm, double 36sqm, triple 38sqm)       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>         | ** Bathroom: Minimum 4.5 sqm  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>         | Kitchenette / Butlers Pantry provided in highest category suite   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.3.2.02 Beds &amp; Linen</b> |   |   |   |   |   |   |
| <input type="checkbox"/>         | Rooms available with double occupancy bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | Single Bed size minimum 120 cm x 200 cm   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | ** Double bed size minimum 200 cm x 200 cm  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | All double occupancy beds have access from both sides   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | Headboard provided or built in  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | 2 sheets provided for the mattress (bottom sheet and intermediate sheet)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | Sheets are as a minimum 80/20 (80% cotton, 20% other). Other luxury materials may also be used e.g. linen                                   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | Blanket with cover sheet and bedspread; or Duvet with cover provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>         | 2 pillows with cases per person   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |































|                                    |  |   |   |   |   |
|------------------------------------|--|---|---|---|---|
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/>           | 1 light / reading lamp per person at bedside (note: maximum 2 required)  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Additional lighting at desk / vanity area  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | All lights must have shades  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.3.2.05 Balcony</b>            |  |   |   |   |   |
| <input type="checkbox"/>           | Balcony measurements and design layout as per Dubai Municipality requirements  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Balcony doors, where present, have a functioning locking mechanism (should not be automatic so that guests may re-enter)   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Secondary locking mechanism present to additionally secure door from the inside e.g. a latch   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | The latch is out of the reach of children (where children permitted)   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | When unlocked, it is possible to open the door from the outside, so that guests may re-enter   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Rooms with balconies with sufficient space to accommodate furniture, must provide tables and chairs with soft seat or seat cushions. (minimum of one table and two chairs) |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/>           | If balconies are not provided with a shaded area, umbrellas should be provided.  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.3.2.06 Windows</b>            |  |   |   |   |   |
| <input type="checkbox"/>           | Window present in every habitable room   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Windows are double glazed  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Each window overlooking a common walkway or in a ground floor unit must be equipped with a functional lock.  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Sheer and dress curtains, or blinds, and black out to completely darken room   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Working curtain / blind mechanisms   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.3.2.07 Walls and Flooring</b> |  |   |   |   |   |
| <input type="checkbox"/>           | Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)   |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Where present, carpets fitted correctly and with underlay  |   |   |   |   |
|                                    | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Wooden/tiled floors have a rug covering the area immediately surrounding the bed   |   |   |   |   |

|  |  |   |   |   |   |
|--|--|---|---|---|---|
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/>                     | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.3.2.08 Interior Decoration / Design</b> |  |   |   |   |   |
| <input type="checkbox"/>                     | Room features include some cornices, artwork, artefacts, framed mirrors, and other general decorations   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.3.2.09 Furniture</b>                    |  |   |   |   |   |
| <input type="checkbox"/>                     | 1 bedside cabinet per single, 2 per double room. For twin rooms 1 cabinet will suffice if placed between the beds, and additionally there is a chest of drawers / dresser placed adjacent to and within easy reach of one bed, and at a similar height to the bedside cabinet. |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 Dressing Table / Work Desk per room  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 Chair to accompany dressing table / work desk (if dressing table and work desk provided, dressing table seating can be a stool)  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 arm chair per single and 2 armchairs or 2 seater sofa per double   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 Coffee table per room or 1 side table adjacent to the seating area   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Luggage Rack for 2 bags (Minimum size per suitcase 80 x 60 cm) (2nd luggage rack may be available upon request)  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Conveniently located Full Length Mirror, minimum (40cm x 100 cm). Can be part of wardrobe  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Dressing Table Mirror  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.3.2.10 Wardrobe</b>                     |  |   |   |   |   |
| <input type="checkbox"/>                     | Minimum 1 fitted or free standing wardrobe with integral lighting  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | ** Wardrobe dimensions at least: - 60 cm deep - 60 cm wide per person - Hanging rail height located 180 cm above the floor level - Note: Space refers to free hanging space and does not include space assigned to safe, shelving etc  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Minimum 6 hangers provided per person  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Hangers are not affixed to the hanging rail i.e. they can be removed in their entirety from the rail   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Hangers are of uniform standard, and the following are provided:   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Wooden trouser hangers   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Skirt hangers  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Padded hangers   |   |   |   |   |







|  |   |   |  |  |   |
|--|---|---|--|--|---|
|  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Shoe rail provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Tie rail provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> ** At least 4 enclosed shelves of which at least 2 must not be drawers included in the wardrobe per person  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <b>8.3.2.11 Minibar</b>  |   |   |  |  |   |
| <input type="checkbox"/> Minibar stocked with snacks and soft beverages (Water and Juices), if the Lounge has an access door to the main Resort Guest Room corridor and can be sold separately as an independent room.(If the lounge cannot be sold separately as an independent room then the Resort has the flexibility to have the minibar in either the Master Bedroom or the Lounge)                              | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> If alcohol present in the minibar, Resort holds a current Liquor License  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Minibar Price List  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Bottle Opener (if applicable i.e. non screw top)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |       |
| <b>8.3.2.12 Safety Deposit Box</b>   |   |   |  |  |   |
| <input type="checkbox"/> ** Safety Deposit Box Provided to fit 17" laptop (H)200 x (W)420 x (D)370 mm, if the Suite Lounge has an access door to the main Resort Guest Room corridor and can be sold separately as an independent room.(If the lounge cannot be sold separately as an independent room then the Resort has the flexibility to have the Safety Deposit Box in either the Master Bedroom or the Lounge.) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Instruction in Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Instruction in Other Languages  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| Omit   | 8.3.3 Amenities                                 | CC  | Cleanliness  | Condition  |   |
| <b>8.3.3.14 General</b>  |   |   |  |  |   |
| <input type="checkbox"/> Breakfast Card  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Shoe Horn provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Shoe Basket provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Shoe Polish Utensils  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Clothes Brush   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Sewing Kit  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N | <input checked="" type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> One pair slippers per person  |   |   |  |  |   |





































|                          |   |   |   |   |   |
|--------------------------|---|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> | A hair dryer must be provided in the bedroom or bathroom: - Can be a wall mounted unit and must have an automatic shut off if located in the bathroom - Automatic shut off not recommended for bedroom unit - If in bathroom and wall mounted, additional free standing hairdryer must be available on request - Wall mounted hose type hair dryer not acceptable |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least 3 available sockets for guest use (unused by other room equipment), of which one adjacent to the work desk and one adjacent to each bedside cabinet  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Fireproof waste bin   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 2 copies of Laundry lists (including dry cleaning, laundry and pressing) and 2 bags with current prices in Arabic & English   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | One Bedside mat provided (descendre du lit) for single beds and 2 for double or kings   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Quran (English version). (Arabic version available on request)  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Prayer mat  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Ice bucket & tongs  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | A selection of glassware with coasters  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | 1 ashtray provided in smoking Suites  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                     | 8.3.4 Communications  | CC  | Cleanliness                                     | Condition                                       |   |
|                          | 8.3.4.15 TV / Radio   |   |   |   |   |
| <input type="checkbox"/> | Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | International channels provided   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Radio, or radio channels, provided  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | TV located in a cabinet, or placed on or above a unit   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Usage Instructions in Arabic and English  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Other languages   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Programme Guide in Arabic and English   |   |   |   |   |





































































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|--|---|---|---|---|---|
|  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Other languages   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Remote Control  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> DVD Player and Library or Video on Demand   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.3.4.16 Time Display</b>   |   |   |   |   |   |
| <input type="checkbox"/> Time should be visible in darkness e.g. LCD alarm clock or on television (should be viewable when switched off)       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.3.4.17 Telephone / Internet / Alarm</b>   |   |   |   |   |   |
| <input type="checkbox"/> 1 telephone in Suite on beside/near bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Direct dial for local and international calls   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Voicemail / messaging with indicator light  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Possible to place DND on phone line   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Access to dial hotel departments directly   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Telephone Rate Card   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Alarm facility / service or clock   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Suite number or bedroom extension number on all phones in room  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

#### 8.4 Master Bathroom







| Omit  | 8.4.1 En-suite                                  | CC  | Cleanliness                                     | Condition                                       |   |
|---|---|---|---|---|---|
| <b>8.4.1.18 General</b>   |   |   |   |   |   |
| <input type="checkbox"/> En-suite Bathroom Present in each room                             | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.4.1.19 Fixtures &amp; Fittings</b>   |   |   |   |   |   |
| <input type="checkbox"/> Bathtub  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Safety handle in bath (where bathtub present)                      | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> ** Separate walk-in shower with tempered glass door, minimum 1 sqm |   |   |   |   |   |







































|  |  |   |   |   |   |
|--|--|---|---|---|---|
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/>                               | ** All shower and bath surfaces to be non slip   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Tempered Glass partition should be (minimum width 80cm) and minimum height should be positioned above the highest position of the shower head  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | The shower area is enclosed so that water does not reach the bathroom floor, unless bathroom design is a wet room concept. The area may be enclosed by means of an entrance foyer to the shower, or by a tempered glass door |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Lidded WC in line with Dubai Municipality requirements   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Separate bidet and spray washer present  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Soap holder beside the bidet, if bidet present   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | ** 2 Washbasins  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Bathroom door present with locking and emergency unlocking facilities  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.4.1.20 Walls, Tiling &amp; Flooring</b>           |  |   |   |   |   |
| <input type="checkbox"/>                               | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Flooring is finished (made of non slip sealed natural material -e.g. marble-, ceramic, or specially designed and treated material)   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.4.1.21 Lighting, Ventilation &amp; Water flow</b> |  |   |   |   |   |
| <input type="checkbox"/>                               | Functional lighting for shaving and make-up.   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Hot and cold water available. Strong and simply adjusted flow of water, particularly in shower / bath  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Ventilation & Extraction provided  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.4.1.22 Facilities</b>                             |  |   |   |   |   |
| <input type="checkbox"/>                               | Shelving to store guest items  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Soap dishes (for individual soaps) or Soap Dispenser   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Tissue Holder  |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Toilet Roll Holder   |   |   |   |   |
|  | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Conveniently located electric shaver point, with voltage indicated   |   |   |   |   |





































|                          |  |   |   |   |   |
|--------------------------|--|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> | Mirror situated above or adjacent to the washbasin with integral or dedicated lighting.  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Mirror in bathroom is non misting  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Magnifying shaving mirror provided   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Telephone  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Integrated alarm function on bathroom phone or a pull alarm system, to call for help in the event of an emergency  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Volume controlled speakers   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Drip dry facility over bath or shower or complimentary drying facility provided  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Weighing scales  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least one clothes hook on/near door   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| Omit                     | 8.4.2 Amenities  | CC  | Cleanliness                                     | Condition                                       |   |
| 8.4.2.23 Towelling       |  |   |   |   |   |
| <input type="checkbox"/> | Rail/s for hand/bath towels provided, located beside the Washbasin/bath/shower areas which can accommodate required towelling items. Towel items can be stored on shelving, however rail must be present for drying                                    |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | One set towels per person - at least hand towel, bath sheet and face cloth   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bidet towelette holder beside the bidet, if bidet present  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bidet towelette, if bidet present  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | One bathrobe per guest (Minimum 90% natural fibre i.e. cotton, silk, linen, etc...)  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bath rug (Minimum 50x70)   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Additional bathmat for floor   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| 8.4.2.24 Toiletries      |  |   |   |   |   |
| <input type="checkbox"/> | Upgraded luxurious / branded toiletries as below. Minimum 1 per person and must all be packaged with the same brand, which may or may not be the hotel brand. More than 40 ml for mandatory liquid items and 25 grams for individually packaged soaps: |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Individually packaged, or liquid soap  |   |   |   |   |


































|   |   |   |   |   |   |
|---|---|---|---|---|---|
|   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> Bath foam/shower gel   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Shampoo  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Conditioner  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Body lotion  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.4.2.25 Amenities</b>   |   |   |   |   |   |
| <input type="checkbox"/> Other amenities include:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Tissues  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Shower caps  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Emery board  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> Cotton buds  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/> Face Pads  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Emergency cosmetic kit/dental and shaving kits available on request, free of charge. | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.4.2.26 Other</b>   |   |   |   |   |   |
| <input type="checkbox"/> At least 2 toilet rolls  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> One glass per guest  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Lidded Sanitary bin with disposal bags   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |



































### 8.5 Additional Bedrooms

| Omit  | 8.5.1 Room Furniture & Equipment                | CC  | Cleanliness                                     | Condition                                       |   |
|---|---|---|---|---|---|
| <b>8.5.1.01 Beds &amp; Linen</b>                                    |   |   |   |   |   |
| <input type="checkbox"/> Rooms available with double occupancy bed  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> Single Bed size minimum 120 cm x 200 cm    | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> ** Double bed size minimum 200 cm x 200 cm | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |







































|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| <input type="checkbox"/>  | All double occupancy beds have access from both sides   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Headboard provided or built in  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | 2 sheets provided for the mattress (bottom sheet and intermediate sheet)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Sheets are as a minimum 80/20 (80% cotton, 20% other). Other luxury materials may also be used e.g. linen             | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Blanket with cover sheet and bedspread; or Duvet with cover provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | 2 pillows with cases per person   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Mattress fitted with mattress protector or under blanket  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Mattress rotated with signage, or replaceable cartridges  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Decorative Cushions & Throws  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Bed base valance, if applicable   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Additional Pillow or bedding wrapped and stored in room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Additional Pillows/Bedding available on request   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | If feather duvets / pillows used, non allergic alternative available on request                                       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Cots and extra beds are available on request, provided guest limit per room is not exceeded                           | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.5.1.02 Lighting, Temperature Control &amp; Soundproofing</b> |   |   |   |   |   |   |
| <input type="checkbox"/>  | Air Conditioning with in-room adjustable controls   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Air conditioning unit does not omit noise   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Emergency lighting provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | ** Lighting master switch, or series of switches, at the bedside, which control all lights within the room / bathroom | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Lighting master switch, or power shut off option at door e.g. key card activator                                      | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

























|                                    |  |   |   |   |   |   |
|------------------------------------|--|---|---|---|---|---|
| <input type="checkbox"/>           | 1 light / reading lamp per person at bedside (note: maximum 2 required)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Additional lighting at desk / vanity area  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | All lights must have shades  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.5.1.03 Balcony</b>            |  |   |   |   |   |   |
| <input type="checkbox"/>           | Balcony measurements and design layout as per Dubai Municipality requirements  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Balcony doors, where present, have a functioning locking mechanism (should not be automatic so that guests may re-enter)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Secondary locking mechanism present to additionally secure door from the inside e.g. a latch   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | The latch is out of the reach of children (where children permitted)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | When unlocked, it is possible to open the door from the outside, so that guests may re-enter   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Rooms with balconies with sufficient space to accommodate furniture, must provide tables and chairs with soft seat or seat cushions. (minimum of one table and two chairs) | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | If balconies are not provided with a shaded area, umbrellas should be provided.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.5.1.04 Windows</b>            |  |   |   |   |   |   |
| <input type="checkbox"/>           | Window present in every habitable room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Windows are double glazed  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Each window overlooking a common walkway or in a ground floor unit must be equipped with a functional lock.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Sheer and dress curtains, or blinds, and black out to completely darken room   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Working curtain / blind mechanisms   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.5.1.05 Walls and Flooring</b> |  |   |   |   |   |   |
| <input type="checkbox"/>           | Flooring is finished (made of non slip tile, carpet, natural -e.g. wood- or specially designed and treated material)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Where present, carpets fitted correctly and with underlay  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Wooden/tiled floors have a rug covering the area immediately surrounding the bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|  |  |   |   |   |   |   |
|--|--|---|---|---|---|---|
| <input type="checkbox"/>                     | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.5.1.06 Interior Decoration / Design</b> |  |   |   |   |   |   |
| <input type="checkbox"/>                     | Room features include some cornices, artwork, artefacts, framed mirrors, and other general decorations   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.5.1.07 Furniture</b>                    |  |   |   |   |   |   |
| <input type="checkbox"/>                     | 1 bedside cabinet per single, 2 per double room. For twin rooms 1 cabinet will suffice if placed between the beds, and additionally there is a chest of drawers / dresser placed adjacent to and within easy reach of one bed, and at a similar height to the bedside cabinet. | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 Dressing Table / Work Desk per room  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 Chair to accompany dressing table / work desk (if dressing table and work desk provided, dressing table seating can be a stool)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 arm chair per single and 2 armchairs or 2 seater sofa per double   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | 1 Coffee table per room or 1 side table adjacent to the seating area   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Luggage Rack for 2 bags (Minimum size per suitcase 80 x 60 cm) (2nd luggage rack may be available upon request)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Conveniently located Full Length Mirror, minimum (40cm x 100 cm). Can be part of wardrobe  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/>                     | Dressing Table Mirror  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.5.1.08 Wardrobe</b>                     |  |   |   |   |   |   |
| <input type="checkbox"/>                     | Minimum 1 fitted or free standing wardrobe with integral lighting  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Wardrobe dimensions at least: - 60 cm deep - 60 cm wide per person - Hanging rail height located 180 cm above the floor level - Note: Space refers to free hanging space and does not include space assigned to safe, shelving etc   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Minimum 6 hangers provided per person  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Hangers are not affixed to the hanging rail i.e. they can be removed in their entirety from the rail   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Hangers are of uniform standard, and the following are provided:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Wooden trouser hangers   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Skirt hangers  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Padded hangers   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |











|                                    |   |   |   |   |   |   |
|------------------------------------|---|---|---|---|---|---|
| <input type="checkbox"/>           | Shoe rail provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Tie rail provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | ** At least 4 enclosed shelves of which at least 2 must not be drawers included in the wardrobe per person  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.5.1.09 Minibar</b>            |   |   |   |   |   |   |
| <input type="checkbox"/>           | Minibar stocked with snacks and soft beverages (Water and Juices)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | If alcohol present in the minibar, hotel holds a current Liquor License   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Minibar Price List  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Bottle Opener (if applicable i.e. non screw top items present)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.5.1.10 Safety Deposit Box</b> |   |   |   |   |   |   |
| <input type="checkbox"/>           | ** Safety Deposit Box Provided to fit 17" laptop (H)200 x (W)420 x (D)370 mm in all additional bedrooms   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>           | Instruction in Arabic & English   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/>           | Instruction in other languages  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                               | <b>8.5.3 Amenities</b>  | <b>CC</b>                                       | <b>Cleanliness</b>                              | <b>Condition</b>                                |   |   |
| <b>8.5.3.11 General</b>            |   |   |   |   |   |   |
| <input type="checkbox"/>           | Breakfast Card  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Shoe Horn provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Shoe Basket provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Shoe Polish Utensils  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Clothes Brush   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | Sewing Kit  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | One pair slippers per person  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>           | A hair dryer must be provided in the bedroom or bathroom: - Can be a wall mounted unit and must have an automatic shut off if located in the bathroom - Automatic shut off not recommended for bedroom unit - If in bathroom and wall mounted, additional free standing hairdryer must be available on request - Wall mounted hose type hair dryer not acceptable |   |   |   |   |   |











































































|                          |   |   |   |   |   |
|--------------------------|---|---|---|---|---|
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |         |
| <input type="checkbox"/> | At least 3 available sockets for guest use (unused by other room equipment), of one adjacent to the work desk and one adjacent to each bedside cabinet    |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Fireproof waste bin   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 2 copies of Laundry lists (including dry cleaning, laundry and pressing) and 2 bags with current prices in Arabic & English                               |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | One Bedside mat provided (descendre du lit) for single beds and 2 for double or kings   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Quran (English version). (Arabic version available on request)  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Prayer mat  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Ice bucket & tongs  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | A selection of glassware with coasters  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | 1 ashtray provided in smoking Suites  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| Omit                     | 8.5.4 Communications  | CC  | Cleanliness                                     | Condition                                       |   |
|                          | 8.5.4.12 TV / Radio   |   |   |   |   |
| <input type="checkbox"/> | Colour TV, free of charge, showing free-to-air local / regional channels including the following: Sama Dubai, Dubai Sport, One TV, Dubai TV, Dubai Racing |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | International channels provided   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Radio, or radio channels, provided  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | TV located in a cabinet, or placed on or above a unit   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | TV on a swivel/moveable wall-bracket, or can be viewed comfortably from both the seating area and the bed   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Usage Instructions in Arabic and English  |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Other languages   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Programme Guide in Arabic and English   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Other languages   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





































|  |   |   |   |   |   |   |
|--|---|---|---|---|---|---|
| <input type="checkbox"/>                     | Remote Control  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | DVD Player and Library or Video on Demand   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.5.4.13 Time Display</b>                 |   |   |   |   |   |   |
| <input type="checkbox"/>                     | Time should be visible in darkness e.g. LCD alarm clock or on television (should be viewable when switched off)       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.5.4.14 Telephone / Internet / Alarm</b> |   |   |   |   |   |   |
| <input type="checkbox"/>                     | 1 telephone in Suite on beside/near bed   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Direct dial for local and international calls   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Voicemail / messaging with indicator light  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Possible to place DND on phone line   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Access to dial hotel departments directly   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                     | Telephone Rate Card   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <input type="checkbox"/>                     | Free/Paid wireless and wired internet with minimum RJ45 Jack offering high speed for upload and download at all times | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Alarm facility / service or clock   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                     | Suite number or bedroom extension number on all phones in room  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |


















### 8.6 Additional Bathrooms

| Omit                                    | 8.6.1 En-suite / family bathroom   | CC  | Cleanliness                                     | Condition                                       |   |   |
|---|--|---|---|---|---|---|
| <b>8.6.1.01 General</b>                 |  |   |   |   |   |   |
| <input type="checkbox"/>                | There must be at least one bathroom for every 2 bedrooms. Can either be a sharing bathroom located between two bedrooms, with access directly from each bedroom or a family bathroom | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.6.1.02 Fixtures &amp; Fittings</b> |  |   |   |   |   |   |
| <input type="checkbox"/>                | Bathtub  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | Safety handle in bath (where bathtub present)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | ** Separate walk-in shower with tempered glass door, minimum 1 sqm   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                | ** All shower and bath surfaces to be non slip   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|  |  |   |   |   |   |   |
|--|--|---|---|---|---|---|
| <input type="checkbox"/>                               | Tempered Glass partition should be (minimum width 80cm) and minimum height should be positioned above the highest position of the shower head  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | The shower area is enclosed so that water does not reach the bathroom floor, unless bathroom design is a wet room concept. The area may be enclosed by means of an entrance foyer to the shower, or by a tempered glass door | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Lidded WC in line with Dubai Municipality requirements   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Separate bidet or spray washer present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Soap holder beside the bidet   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Washbasin  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Bathroom door present with locking and emergency unlocking facilities  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.6.1.03 Walls, Tiling &amp; Flooring</b>           |  |   |   |   |   |   |
| <input type="checkbox"/>                               | All wall surfaces finished e.g. paint, wallpaper, natural -e.g. wood-, or other specially designed or treated material   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>                               | Flooring is finished (made of non slip sealed natural material -e.g. marble-, ceramic, or specially designed and treated material)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |     |
| <b>8.6.1.04 Lighting, Ventilation &amp; Water flow</b> |  |   |   |   |   |   |
| <input type="checkbox"/>                               | Functional lighting for shaving and make-up.   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Hot and cold water available. Strong and simply adjusted flow of water, particularly in shower / bath  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Ventilation & Extraction provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.6.1.05 Facilities</b>                             |  |   |   |   |   |   |
| <input type="checkbox"/>                               | Shelving to store guest items  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Soap dishes (for individual soaps) or Soap Dispenser   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Tissue Holder  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Toilet Roll Holder   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Conveniently located electric shaver point, with voltage indicated   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>                               | Mirror situated above or adjacent to the washbasin with integral or dedicated lighting.  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Mirror in bathroom is non misting   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Magnifying shaving mirror provided  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Telephone   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Integrated alarm function on bathroom phone or a pull alarm system, to call for help in the event of an emergency   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Volume controlled speakers  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Drip dry facility over bath or shower or complimentary drying facility provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Weighing scales   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least one clothes hook on/near door  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| Omit                     | 8.6.2 Amenities   | CC  | Cleanliness                                     | Condition                                       |   |   |
|                          | 8.6.2.06 Towelling  |   |   |   |   |   |
| <input type="checkbox"/> | Rail/s for hand/bath towels provided, located beside the Washbasin/bath/shower areas which can accommodate required towelling items. Towel items can be stored on shelving, however rail must be present for drying   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | One set towels per person - at least hand towel, bath sheet and face cloth  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bidet towelette holder beside the bidet, if bidet present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bidet towelette, if bidet present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | One bathrobe per guest (Minimum 90% natural fibre i.e. cotton, silk, linen, etc...)   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bath rug (Minimum 50x70)  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Additional bathmat for floor  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
|                          | 8.6.2.07 Toiletries   |   |   |   |   |   |
| <input type="checkbox"/> | Luxurious / branded toiletries as below, of same brand as Master Bathroom. Minimum 1 per person and must all be packaged with the same brand, which may or may not be the hotel brand. Minimum 40 ml for mandatory liquid items and 25 grams for individually p | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Individually packaged, or liquid soap   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/> | Bath foam/shower gel  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                           |  |   |   |   |   |   |
|---------------------------|--|---|---|---|---|---|
| <input type="checkbox"/>  | Shampoo  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Conditioner  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Body lotion  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <b>8.6.2.08 Amenities</b> |  |   |   |   |   |   |
| <input type="checkbox"/>  | Other amenities include:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Tissues  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Shower caps  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Emery board  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Cotton buds  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Face Pads  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/>  | Emergency cosmetic kit/dental and shaving kits available on request, free of charge. | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>8.6.2.09 Other</b>     |  |   |   |   |   |   |
| <input type="checkbox"/>  | At least 2 toilet rolls  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | One glass per guest  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Lidded Sanitary bin with disposal bags   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| Omit                      | 8.6.3 Guest toilet   | CC  | Cleanliness                                     | Condition                                       |   |   |
| <b>8.6.3.10 General</b>   |  |   |   |   |   |   |
| <input type="checkbox"/>  | Guest Toilet Present in Suite  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Lidded WC in line with Dubai Municipality requirements                               | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Separate bidet or spray washer present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Soap holder beside the bidet, if bidet present                                       | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>  | Washbasin  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |

|                          |   |   |   |   |   |   |
|--------------------------|---|---|---|---|---|---|
| <input type="checkbox"/> | Guest toilet door present with locking facility   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Soap dishes (for individual soaps) or Soap Dispenser                                    | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Toilet Roll Holder  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least 1 toilet roll  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Mirror situated above or adjacent to the washbasin with integral or dedicated lighting. | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Rail/s for hand towels provided   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | At least hand towel present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Bidet towelette holder beside the bidet, if bidet present                               | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Bidet towelette, if bidet present   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |       |
| <input type="checkbox"/> | Individually packaged, or liquid soap   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |













Self-Assessment => Assessment Area

- 1 Public Areas
- 2 Food & Beverage
- 3 Conference & Banqueting
- 4 Services
- 5 Leisure
- 6 Bedrooms
- 7 Bathrooms
- 8 Suite
- 9 Housekeeping
- 10 Maintenance

■ Licensing ■ Operating ■ Enhancing

9.1 General Requirements

| Omit                     | 9.1.1 General  | CC  | Cleanliness                                     | Condition                                       |   |  |
|--------------------------|--|---|---|---|---|--|
|                          | 9.1.1.01 Room Cleaning & Turndown  |   |   |   |   |  |
| <input type="checkbox"/> | Room Cleaning service provided daily between 6am- 10pm. Services are provided 24 hours only if dictated by Resort guest requirements   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Room Cleaning service provided on request outside these hours  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Towels / linen changed daily and on request  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Special requests accommodated e.g. non - feather pillows or bedding types  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Turn down service provided 6-10pm, and on request outside these hours:   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Includes preparation of beds for the evening and replenishment of towels   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Includes laying out guest night items  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Includes laying out resort information/breakfast cards   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Includes laying out turndown amenity and replenishment of any used amenities   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
|                          | 9.1.1.02 Housekeeping Cupboard / Clearing pantry   |   |   |   |   |  |
| <input type="checkbox"/> | Sufficient Service pantries (e.g. for housekeeping / room service etc) located throughout the establishment to service all floors. Must be situated out of public view e.g. in the service lift lobby area | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
|                          | 9.1.1.03 Laundry & Dry Cleaning  |   |   |   |   |  |
| <input type="checkbox"/> | Same day Laundry & Dry Cleaning service provided 7 days of week  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
| <input type="checkbox"/> | Express Laundry & Dry Cleaning service available with specified timings  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |
|                          | 9.1.1.04 Lost & Found  |   |   |   |   |  |
| <input type="checkbox"/> | Lost & Found Service available   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |  |

|                                       |  |   |   |   |   |   |
|---------------------------------------|--|---|---|---|---|---|
| <input type="checkbox"/>              | Evidence that items are securely stored, recorded and forwarded on request to the owner  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>              | Evidence that Resort abides by the Dubai Police policy for "Procedures of Found Items at Hotel Establishment"  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <input type="checkbox"/>              | Resort guests are informed about the Lost & Found Policy through a publication/s, in addition to the Resort website. E.g. in the guest service directory | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>9.1.1.05 Shoe Cleaning Service</b> |  |   |   |   |   |   |
| <input type="checkbox"/>              | 24 hour shoe cleaning service available free of charge   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |
| <b>9.1.1.06 Packing / Unpacking</b>   |  |   |   |   |   |   |
| <input type="checkbox"/>              | Packing / Unpacking available on request, free of charge   | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N |   |





## Self-Assessment => Assessment Area

1 Public Areas
  2 Food & Beverage
  3 Conference & Banqueting
  4 Services
  5 Leisure
  6 Bedrooms
  7 Bathrooms
  8 Suite
  9 Housekeeping

10 Maintenance

Licensing
  Operating
  Enhancing

### 10.1 General Requirements

| Omit                     | 10.1.1 General   | CC  | Cleanliness                                     | Condition                                       |   |
|--------------------------|--|---|---|---|---|
|                          | 10.1.1.01 General Maintenance  |   |   |   |   |
| <input type="checkbox"/> | There is evidence of a general maintenance programme for the upkeep of the Resort, grounds and facilities                          |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
|                          | 10.1.1.02 Other  |   |   |   |   |
| <input type="checkbox"/> | There is evidence of a window cleaning programme in place both internal and external   |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Back up generator available with evidence of a maintenance programme, and which complies with the relevant authority's guidelines. |   |   |   |   |
|                          | <input type="radio"/> Y <input type="radio"/> N  | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="radio"/> Y <input type="radio"/> N | <input type="checkbox"/> <input type="checkbox"/> |

# **APPENDIX 2**

**Ireland – 5 Star Criteria**



| ★ ★ ★ ★ ★ |

Minimum Requirements

# 5 Star Hotel Classification Assessment Form

Registration & Classification



**Fáilte Ireland**

National Tourism Development Authority

# 5 Star Hotel Classification Assessment Form



PREMISES NAME:

ADDRESS OF PREMISES:

NUMBER OF BEDROOMS:

CONTACT DETAILS:

Name:

Tel:

Mobile:

Fax:

Email:

Website:



## THE FOLLOWING MUST BE OBSERVED IN ACCORDANCE WITH THE REGISTRATION AND RENEWAL OF REGISTRATION REGULATIONS FOR HOTELS 2003.

The Premises shall comprise one building or buildings which are on one site and which are physically linked by well-lit, covered or insulated walkways which said buildings shall share common access and egress and the premises shall contain such amounts as determined hereunder of main and secondary entrances, exits, reception areas, dining areas, kitchen and service areas, lounge areas, cloakroom facilities, bathrooms and toilets, guest bedrooms, staff accommodation, storage areas, together with sufficient corridors and stairways to ensure proper circulation of air, proper movement of people and proper access to the various units. The premises shall be of substantial and durable construction, structurally safe and in good repair throughout.

The new system will not be retrospective; however, in the event of an application for upgrading the new classification criteria will apply. An exemption may be available in the case of an historic house or a building of architectural merit and to older buildings where it may be structurally impossible to meet with the requirements.

Floors, walls and ceilings throughout the premises shall be of suitable type and design to maintain the highest standards of hygiene.

The premises shall contain effective means of natural lighting and ventilation.

The premises shall have in the public rooms and bedrooms a means of space heating capable of maintaining at all times a minimum room temperature of 20 degrees centigrade.

Access and egress to night club(s) or discothèques must be located in such a way that it does not interfere or cause any inconvenience to the hotel residents. For new buildings entrance(s) and exits for night club(s) or discothèques must be located away from the main entrance to the hotel.

**Note:** This Classification System came into operation on the 1st day of February 2007 and shall apply to all premises for which initial hotel registration or renewal of hotel registration is sought from the Authority on or after the Commencement Date.



## Minimum Requirements

All hotels must attain the One star minimum entry level requirements in order to comply with the Registration and Renewal of Registration Regulations for Hotels 2003.

The assessment is divided up into “quality areas” that represent aspects of the business that contribute to the quality of the guest experience. Each quality area contains a series of minimum requirements. These are aspects of the facility and service that must be in place in order to meet visitors’ fundamental requirements. These minimum requirements must be met to ensure eligibility for a star grade.

## Regulation 4 - The Premises

|     |   | Hotel    | Advisor  |
|-----|---|----------|----------|
|     |   | COLUMN 1 | COLUMN 1 |
| 4.1 | <p>The premises shall comprise one building or buildings which are on one site and which are physically linked by well-lit, covered or insulated walkways which said buildings shall share common access and egress and the premises shall contain such amounts as determined hereunder of main and secondary entrances, exits, reception areas, dining areas, kitchen and service areas, lounge areas, cloakroom facilities, bathrooms and toilets, guest bedrooms, staff accommodation, storage areas, together with sufficient corridors and stairways to ensure proper circulation of air, proper movement of people and proper access to the various units.</p> <p><i>Note: this Regulation 4.1 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p> |          |          |
| 4.2 | The premises shall be of substantial and durable construction, structurally safe and in good repair throughout.   |          |          |
| 4.3 | The premises, including the exterior and interior, outdoor areas, grounds and car parking areas shall be kept clean and well maintained throughout. Car parks, where provided, should be well lighted and have proper directional signage.  |          |          |
| 4.4 | Floors, walls and ceilings throughout the premises shall be of suitable type and design to maintain the highest standards of hygiene.   |          |          |
| 4.5 | The premises shall be used primarily for the lodging or sleeping of travellers presenting themselves with or without prior arrangement and for the provision and service to such travellers, at reasonable hours, of meals and refreshments which shall include breakfast and dinner. The provision of dinner shall, at minimum, mean the availability of a choice of hot cooked meals together with desserts. Guests should have the option of ordering tea/coffee and sandwiches or other light snacks at any reasonable hour which, means at a minimum from 7.30 a.m. to 10.00 p.m. every day.   |          |          |

If available insert ✓ in column 1  
 If not available insert ✗ in column 1



## Regulation 4 - The Premises *Continued*

|      |   | Hotel    | Advisor  |
|------|---|----------|----------|
|      |   | COLUMN I | COLUMN I |
| 4.6  | The premises shall contain effective means of natural lighting and ventilation.   |          |          |
| 4.7  | Sufficient general internal and external lighting shall be provided in all areas and in addition a suitable intensity of local lighting for eating, reading, writing and toilet purposes.                                 |          |          |
| 4.8  | The premises shall have in the public rooms and bedrooms a means of space heating capable of maintaining at all times a room temperature of 18.5 degrees centigrade.  |          |          |
| 4.9  | The premises shall have a telephone installation connected with an external telephone system in bedrooms and public areas for use by guests.  |          |          |
| 4.10 | Facilities shall be provided for the storage of cleaning materials for each of the various units of the premises and for the storage and airing of necessary stocks including bed linen and blankets.                     |          |          |
| 4.11 | Where a banqueting area is constructed on the premises after the Commencement Date, the dining area in the said banqueting facility shall have:   |          |          |
|      | A. a floor to ceiling height of not less than 2.5 metres, and   |          |          |
|      | B. at least one window to provide natural light and ventilation. Alternatively a climatically controlled air circulation system or a mechanical system of ventilation,  |          |          |
|      | C. furniture, fittings and equipment of good quality and condition,   |          |          |
|      | D. adequate toilet facilities for the patron capacity of the banqueting area which shall be well ventilated by natural or mechanical means be properly supervised and kept in a clean and hygienic condition.             |          |          |
| 4.12 | Where a discotheque or similar area is constructed on the premises following the Commencement Date, it shall have:  |          |          |
|      | A. its own entrance and exits;  |          |          |
|      | B. adequate insulation to ensure that the noise transmitted there from does not interfere with the comfort of other guests within the hotel;  |          |          |
|      | C. furniture, fittings and equipment of good quality and condition;   |          |          |
|      | D. adequate toilet facilities for the patron capacity of the discotheque or similar area which shall be well ventilated by natural or mechanical means be properly supervised and kept in a clean and hygienic condition. |          |          |

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Regulation 5 - Entrances and Exits

|     |   | Hotel    | Advisor  |
|-----|---|----------|----------|
|     |   | COLUMN 1 | COLUMN 1 |
| 5.1 | Entrances and exits shall be of sufficient size to cater adequately for the overall guest capacity of the premises.   |          |          |
| 5.2 | The premises shall contain a service entrance, separate from the guest entrance, and suitably located for the reception of goods necessary for the operation of the premises.   |          |          |
| 5.3 | The entrance hall shall:  |          |          |
|     | A. be of sufficient size to cater adequately for the volume of traffic normally using the premises, and   |          |          |
|     | B. be suitably located, laid out and contain furnishings, fittings and equipment of good quality and in good condition.   |          |          |
| 5.4 | <p>In the case of premises which apply for initial registration after the Commencement Date but subject to the exemption arrangements below in Regulation 21 the following must be provided:</p> <p>Access for persons with mobility difficulties, including wheelchair users, to the entrance hall, reception, bedrooms and public areas, including bathroom and toilet facilities in accordance with the Building Regulations 2000 Technical Guidance Document M (as the same may subsequently be amended or modified).</p> <p>In the case of premises registered before the Commencement Date and subject to the exemption arrangements below in Regulation 21 the foregoing shall be provided where feasible and reasonable.</p> <p><i>Note: this Regulation 5.4 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p> |          |          |

If available insert ✓ in column 1  
 If not available insert ✗ in column 1





## Regulation 6 - Dining Area

|     |   | Hotel    | Advisor  |
|-----|---|----------|----------|
|     |   | COLUMN 1 | COLUMN 1 |
| 6.1 | The dining area shall have:   |          |          |
|     | A. a floor to ceiling height of not less than 2.4 metres, and   |          |          |
|     | B. at least one window to provide natural light and ventilation. Alternatively, climatically controlled air circulation or alternatively, a mechanical system of ventilation.   |          |          |
| 6.2 | The dining area shall contain seating, furniture, fittings and equipment of good quality and condition. High chairs (or suitably adapted chairs) shall be available for children.   |          |          |
| 6.3 | Tables and seating shall be of adequate size to enable the diners to dine in comfort and be capable of easy and flexible arrangement and permit diners and staff to circulate easily in the dining area.                                |          |          |
| 6.4 | Cutlery, condiments, ash trays, tablecloths, table mats, trays, service trolleys and other necessary table appointments shall be of good quality and in good condition. Napkins (linen, cloth or good quality paper) shall be provided. |          |          |
| 6.5 | Crockery shall be adequate to serve the maximum number of diners capable of being seated in the dining area, be in good condition, of good quality and of uniform design.   |          |          |

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Regulation 7 - Kitchen and Service Areas

|     |  | Hotel    | Advisor  |
|-----|--|----------|----------|
|     |  | COLUMN 1 | COLUMN 1 |
| 7.1 | The kitchen area shall comply with the requirements of the Food Hygiene Regulations 1950 - 1989 And the EC (Hygiene of Foodstuffs) Regulations 2000 (as may be subsequently amended or modified).  |          |          |
| 7.2 | The kitchen shall have direct access to the dining area, with double service doors between the dining room and kitchen. Service access to the dining area shall not be through a public area that is normally used by guests as a lounge area and/or a passageway or corridor.                                 |          |          |
| 7.3 | There shall be easy access by means of internal or enclosed corridors and stairways from the kitchen and service areas of the hotel to the public rooms and the bedroom units.   |          |          |
| 7.4 | The Board or its Contractor may grant exemption on such terms as it thinks fit, from the provisions of Regulations 7.2 and 7.3 where it is of the opinion that due to structural limitations in buildings of architectural or historic importance, full compliance therewith could not reasonably be achieved. |          |          |

## Regulation 8 - Lobby/Lounges

|     |   |  |  |
|-----|---|--|--|
| 8.1 | Lobby and lounge space shall be provided in common areas.   |  |  |
| 8.2 | Lounge space of not less than 20 square metres in a communal area shall be provided.<br>Note: this Regulation 8.2 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.  |  |  |
| 8.3 | Each lobby/lounge shall have:   |  |  |
|     | A. a floor to ceiling height of not less than 2.4 metres, and<br>B. at least one window to provide natural light and ventilation. Alternatively, climatic controlled air circulation or mechanical system of ventilation.   |  |  |
| 8.4 | Lobby and lounge space shall contain furniture, fittings and equipment of good quality and condition. These should be capable of easy and flexible arrangements to cater for individuals and various groups. Such furniture fittings and equipment shall include: |  |  |
|     | A. upholstered chairs, armchairs, sofas or settees;   |  |  |
|     | B. occasional tables of suitable height and size;   |  |  |
|     | C. carpet and/or rugs unless floor surface is of special design or treatment acceptable to the Board or its Contractor.   |  |  |

If available insert ✓ in column 1  
If not available insert ✗ in column 1



## Regulation 9 - Toilets

|                 |   | Hotel      | Advisor  |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
|-----------------|---|------------|----------|----------|-------|---------------|------|----------|-------|----------------|------|----------|-------|-----------------|------|----------|-------|-----------------|------|----------|-------|------------|------|-------|---------------|------|-------|----------------|------|-------|-----------------|------|-------|-----------------|------|-------|--|--|
|                 |   | COLUMN I   | COLUMN I |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 9.1             | Toilets for residents and casual patrons shall be provided separately for men and women and shall be located adjacent to or easily accessible from both the entrance hall and the public rooms.   |            |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 9.2             | Toilets shall contain WC units (in separate compartments) and fixed wash-hand basins equipped with plumbing for the continuous supply of hot and cold water and the disposal of waste.  |            |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 9.3             | <p>The number and type of sanitary fittings installed shall be calculated in relation to the resident guest capacity of the premises (including the guest capacity of registered annexes) as follows:</p> <p><b>MEN</b></p> <table border="1"> <tr> <td>20 persons</td> <td>1 WC</td> <td>1 Urinal</td> <td>1 WHB</td> </tr> <tr> <td>21-50 persons</td> <td>1 WC</td> <td>2 Urinal</td> <td>1 WHB</td> </tr> <tr> <td>51-100 persons</td> <td>2 WC</td> <td>2 Urinal</td> <td>2 WHB</td> </tr> <tr> <td>101-200 persons</td> <td>3 WC</td> <td>3 Urinal</td> <td>2 WHB</td> </tr> <tr> <td>201-300 persons</td> <td>4 WC</td> <td>4 Urinal</td> <td>4 WHB</td> </tr> </table> <p><b>WOMEN</b></p> <table border="1"> <tr> <td>20 persons</td> <td>2 WC</td> <td>1 WHB</td> </tr> <tr> <td>21-50 persons</td> <td>3 WC</td> <td>2 WHB</td> </tr> <tr> <td>51-100 persons</td> <td>5 WC</td> <td>3 WHB</td> </tr> <tr> <td>101-200 persons</td> <td>7 WC</td> <td>4 WHB</td> </tr> <tr> <td>201-300 persons</td> <td>8 WC</td> <td>6 WHB</td> </tr> </table> <p>An exemption from the particular requirements of Regulation 9.3 may be granted in the particular circumstances of a given case at the discretion of the Board.</p> | 20 persons | 1 WC     | 1 Urinal | 1 WHB | 21-50 persons | 1 WC | 2 Urinal | 1 WHB | 51-100 persons | 2 WC | 2 Urinal | 2 WHB | 101-200 persons | 3 WC | 3 Urinal | 2 WHB | 201-300 persons | 4 WC | 4 Urinal | 4 WHB | 20 persons | 2 WC | 1 WHB | 21-50 persons | 3 WC | 2 WHB | 51-100 persons | 5 WC | 3 WHB | 101-200 persons | 7 WC | 4 WHB | 201-300 persons | 8 WC | 6 WHB |  |  |
| 20 persons      | 1 WC  | 1 Urinal   | 1 WHB    |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 21-50 persons   | 1 WC  | 2 Urinal   | 1 WHB    |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 51-100 persons  | 2 WC  | 2 Urinal   | 2 WHB    |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 101-200 persons | 3 WC  | 3 Urinal   | 2 WHB    |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 201-300 persons | 4 WC  | 4 Urinal   | 4 WHB    |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 20 persons      | 2 WC  | 1 WHB      |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 21-50 persons   | 3 WC  | 2 WHB      |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 51-100 persons  | 5 WC  | 3 WHB      |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 101-200 persons | 7 WC  | 4 WHB      |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 201-300 persons | 8 WC  | 6 WHB      |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 9.4             | Toilets shall be equipped with mirrors, towel rails, clothes hooks and a clean and ample supply of toilet requisites (including either or both towel and hand-drying facilities, soaps, toilet paper, sanitary disposal bins and other necessary accessories).  |            |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |
| 9.5             | The toilets shall be well ventilated (by natural or mechanical means) and properly supervised and kept in a clean and hygienic condition.   |            |          |          |       |               |      |          |       |                |      |          |       |                 |      |          |       |                 |      |          |       |            |      |       |               |      |       |                |      |       |                 |      |       |                 |      |       |  |  |

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Regulation 10 - Guest Bedrooms

|      |   | Hotel    | Advisor  |
|------|---|----------|----------|
|      |   | COLUMN I | COLUMN I |
| 10.1 | <p>All guest bedrooms for this category of accommodation must have private bathrooms en suite subject to Regulation 21 below. There shall be a minimum of ten guest bedrooms with private bathrooms ensuite, all of which shall have separate access from the bedroom corridor, or, if situate in a County Borough (which expression shall be deemed for the purposes of this Regulation to include the Dublin Metropolitan District) 15 guest bedrooms with private bathrooms, all of which shall have separate access from the bedroom corridor.</p> <p><i>Note: Regulation 10.1 contains a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p> |          |          |
| 10.2 | <p>Regulation 10.1 will not apply to any application for Renewal of Registration of a premises which was first registered prior to the commencement date of the 1988 Regulations and whose registration was not cancelled by the Board under the provisions set out in the Tourist Traffic Acts 1939 - 1998.</p>  |          |          |
| 10.3 | <p>Bedrooms, the toilets and bathrooms servicing them and the corridors off which they shall open shall be "out of view" from the public areas and separated from each other by properly constructed and suitably sound resistant walls or partitions, floors and ceilings and having an acoustic attenuation of 50dB.</p> <p><i>Note: Regulation 10.3 contains a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>   |          |          |
| 10.4 | <p>Each bedroom shall have:</p>   |          |          |
|      | A. a floor area for single bedrooms of not less than 9.00 square metres exclusive of private bathroom and lobby area.   |          |          |
|      | B. a floor area for double/twin bedrooms of not less than 15.00 square metres exclusive of private bathroom and lobby area.   |          |          |
|      | C. a floor area for double and single or triple bedrooms of not less than 20 square metres exclusive of private bathroom and lobby area.  |          |          |
|      | D. a floor to ceiling height of not less than 2.4 metres. An exemption may be granted in the case of historic buildings.  |          |          |
|      | E. at least one external window with clear glass to provide natural light and ventilation. The position of the window should be such that at least one third of the glass area is below a level of 1.6m from the floor. Window(s) to be fitted with child proof locking system.   |          |          |
|      | F. a double locking device from within and a single locking device from without on the door(s) opening off the bedroom corridor. Security peep holes to be provided on all bedroom doors. Room keys or key cards should be provided to guests. Proprietor should have master key or duplicate to all rooms in order to service rooms and for emergencies;   |          |          |
|      | G. at least two electrical 13a outlets suitable for the attachment of electrical equipment including heaters and cleaning equipment to be provided.   |          |          |
|      | <i>Note: this Regulation 10.4 contains new structural requirements. An exemption may be available in accordance with Regulation 21 below.</i>   |          |          |

If available insert ✓ in column 1  
 If not available insert ✗ in column 1



## Regulation 10 - Guest Bedrooms *Continued*

|      |  | Hotel    | Advisor  |
|------|--|----------|----------|
|      |  | COLUMN I | COLUMN I |
| 10.5 | Each bedroom shall contain furniture, fittings and equipment of good standard, quality and in good condition, for sleeping and toilet purposes and for the storage, including hanging, of wearing apparel. Such furniture, fittings and equipment shall include:                 |          |          |
|      | A. bed(s) complete with interior sprung mattress(es) or suitable equivalent;   |          |          |
|      | B. a supply of linen, blankets, pillows and counterpane, mattress and pillow protectors; pillows of a non-allergic filling should be available to guests. Duvets with suitable cover/sheets are acceptable;  |          |          |
|      | C. loose or built-in unit(s) comprising wardrobe, writing desk/dressing table, vanity mirror with vanity light, and shelf and/or drawer space for clothes;   |          |          |
|      | D. bedside chair(s) per person and table(s)/lockers on both sides of the double bed;   |          |          |
|      | E. luggage rack(s), waste basket(s), ash tray(s) and clothes hangers;  |          |          |
|      | F. carpet or bedside rugs if floor is of special design or treatment;  |          |          |
|      | G. each room to have a telephone connected to an external telephone system;  |          |          |
|      | H. minimum one shaded reading light per bed space controllable from the bed;   |          |          |
|      | I. window curtains or blackout blinds to ensure privacy and exclusion of light;  |          |          |
|      | J. good quality towels must be provided per person per day, minimum size hand 0.40 x 0.8m, bath 0.6 x 1.2m;  |          |          |
|      | K. printed advice for means of summoning assistance at night. This notice must be in all bedrooms together with fire instructions notices and should be in foreign language versions (French and German at minimum) together with English (and/or Irish as appropriate).         |          |          |
| 10.6 | Each bedroom shall be numbered, lettered or otherwise designated so as to identify it and show its position in relation to the other bedrooms in the premises.   |          |          |
| 10.7 | Access to bedrooms is not acceptable through public sitting rooms, dining rooms or kitchen save where any of the latter forms part of the same individual lettable suite in which the bedroom(s) is/are located.   |          |          |
| 10.8 | Approved prices must be displayed in a prominent position in all standard bedrooms using the certificate provided by the Board or the authorised Contractor. This requirement shall not apply to superior level accommodation within the premises such as suites or semi-suites. |          |          |

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Regulation 10 - Guest Bedrooms Continued

|      |   | Hotel    | Advisor  |
|------|---|----------|----------|
|      |   | COLUMN 1 | COLUMN 1 |
| 10.9 | Each private bathroom attached to a bedroom shall have a minimum floor area of 3.8 sq. metres, and 3.5 sq. metres where the facility includes a shower unit only rather than a bath and shall contain a bath and/or shower, wash-hand basin and WC of good quality and in good condition complete with all plumbing for the supply of hot and cold water and the disposal of waste. |          |          |
|      | A. a bath or thermostatically controlled shower of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.  |          |          |
|      | B. a toilet and a wash-hand basin of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.  |          |          |
|      | C. bathrooms shall have an effective system of direct or mechanical ventilation and shall be equipped with shelf, mirror, towel rails, clothes hooks, a sanitary disposal bin, bath mat and a clean and ample supply of toilet requisites, including towels, soap and toilet paper.   |          |          |
|      | D. bathroom shall have a mirror fixed to the wall over the washbasin and shall have a vanity light.   |          |          |
|      | E. an electric shaver point within easy reach of a suitably lit mirror.   |          |          |
|      | <i>Note: Regulation 10.9 contains new structural requirements. Exemptions may be available under Regulation 21 below.</i>   |          |          |

If available insert ✓ in column 1  
 If not available insert ✗ in column 1



THE FOLLOWING REGULATION II APPLIES ONLY TO PREMISES REGISTERED PRIOR TO AUGUST 1988

## Regulation II - Bathrooms and Toilets

|      |   | Hotel    | Advisor  |
|------|---|----------|----------|
|      |   | COLUMN I | COLUMN I |
| 11.1 | To serve bedrooms which do not have private bathrooms attached, each premises shall contain in separate compartments:   |          |          |
|      | A. one bathroom for the first fifteen persons or portion thereof;   |          |          |
|      | B. two toilets for the first 20 persons or portion thereof;   |          |          |
|      | C. thereafter one bathroom for every additional fifteen persons or portion thereof and one toilet for every additional ten persons or portion thereof;  |          |          |
|      | D. up to 50% of the additional toilets may be provided in the bathroom compartments;  |          |          |
|      | E. each floor of bedrooms shall have on, or adjacent to it without access through the public areas, the proper ratio of bathroom and toilets for the guests accommodated thereon.   |          |          |
| 11.2 | Each bathroom shall contain a bath (or shower, except in the case of the bathroom serving the first fifteen persons) of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste. |          |          |
| 11.3 | Each toilet shall contain a WC and a wash-hand basin of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.   |          |          |
| 11.4 | A wash-hand basin fitted with mirror and facilities for holding toiletries and complete with plumbing for the continuous supply of hot and cold water and disposal of waste together with a clean and ample supply of towels and soap.  |          |          |
| 11.5 | Bathrooms and toilets shall have an effective system of natural or mechanical ventilation and shall be equipped with shelf, mirror, towel rails, clothes hooks, bath mat and a clean and ample supply of toilet requisites, including towels, soap and toilet paper.                  |          |          |
| 11.6 | Bathroom/toilets shall have a vanity light, and an electrical shaving point.  |          |          |

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Regulation 12 - Annexe Accommodation

|      |   | Hotel    | Advisor  |
|------|---|----------|----------|
|      |   | COLUMN I | COLUMN I |
| 12.1 | <p>Annexe accommodation for visitors shall be provided in buildings on one site (which site shall also contain the main hotel building). These buildings shall be easily accessible and physically linked via well lit, covered or insulated walkways from the main hotel building. Such buildings shall comprise of guest bedrooms, with private bath facilities, storage facilities, stairways and corridors, which accord with the requirements as laid down in the preceding paragraphs.</p> <p>An exemption may be available in the case of an historic house or a premises of architectural merit or international quality resort.</p> <p><i>Note: Regulation 12.1 contains a new structural Regulation. An exemption may be available as set out in Regulation 21 below.</i></p> |          |          |
| 12.2 | <p>Annexe accommodation shall be operated in conjunction with and under the regular supervision and maintenance of the management and staff of the main hotel building.</p>   |          |          |

## Regulation 13 - Statutory Requirements & Safety Etc.

|      |  |  |  |
|------|--|--|--|
| 13.1 | <p>The premises shall comply with and be operated in accordance with all statutory requirements of local and other authorities in relation to planning, food, food hygiene, water supply, sewage disposal, fire precautions and general safety and in particular but without prejudice to the generality of the foregoing shall comply with:</p> |  |  |
|      | (i) Local Government (Sanitary Services) Act, 1948 (as may subsequently be amended or modified),   |  |  |
|      | (ii) Food Hygiene Regulations, 1950-1989 (as may subsequently be amended or modified),   |  |  |
|      | (iii) Local Government (Planning and Development) Acts, 1963-2000 (as may subsequently be amended or modified) and Regulations made hereunder,   |  |  |
|      | (iv) Building Control Act, 1990 (as may subsequently be amended or modified) and Regulations made thereunder,  |  |  |
|      | (v) Fire Services Act, 1981 (as may subsequently be amended or modified),  |  |  |
|      | (vi) EC (Hygiene of Foodstuffs) Regulations 2000 (as may subsequently be amended or modified).   |  |  |

If available insert ✓ in column 1  
 If not available insert ✗ in column 1





## Regulation 13 - Statutory Requirements & Safety Etc. Continued

|      |   | Hotel    | Advisor  |
|------|---|----------|----------|
|      |   | COLUMN I | COLUMN I |
| 13.2 | Where building work has been carried out on the premises since June 1992 which effects a material alteration or material change of use of the premises (as more particularly set out in the Building Regulations) a local authority Fire Safety Certificate and an architect's or engineer's certificate of compliance with the fire safety provisions of the Building Regulations must be produced on initial application for registration hereunder, and, where a material alteration or material change of use occurs subsequently, must be returned with the renewal form due by the next renewal date following the material alteration or material change of use. |          |          |
| 13.3 | All premises must have adequate, public liability insurance. If requested, a copy of the current public liability insurance cover note must be forwarded to the contractor upon initial application and upon each renewal.  |          |          |
| 13.4 | Display of prices:<br>The business shall be conducted in accordance with charges not exceeding those specified in the scale of charges which have been duly furnished to the Board or the Board's appointed contractor in accordance with section 26(2)(d) of the Tourist Traffic Act, 1939. The scale of maximum charges shall be displayed in a prominent place in the reception area of the premises and bedrooms in accordance with Section 43 of the said Act together with a copy of the current registration certificate applicable to the premises.   |          |          |

## Regulation 14 - Management, Staff Facilities

|      |  |  |  |
|------|--|--|--|
| 14.1 | The premises shall be under the regular supervision of a person, or persons, trained or experienced in Hotel Management and fully capable of operating the premises to the standards set out in these Regulations. |  |  |
| 14.2 | The premises shall be staffed by persons adequate in number and trained to maintain standards of service set out in these Regulations.   |  |  |
| 14.3 | A. Dining facilities shall be provided for the staff employed in the premises,   |  |  |
|      | B. Adequate toilet, showers and cloakroom facilities shall be provided for male and female staff employed in the premises.   |  |  |
| 14.4 | There shall be made available for guests and employees basic first aid equipment.  |  |  |

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Regulation 21 - Exemption Arrangements

In this Regulation 21, the following expressions shall have the following meanings:

"New Structural Requirements" means the new structural requirements contained in these Regulations which include but are not limited to regulations 4.1, 5.4, 8.2, 10.1, 10.3, 10.4, 10.9 and 12.1.

"Year of Registration" means 1<sup>st</sup> January to 31<sup>st</sup> December in every year as the same may be adjusted from time to time by the Board.

### 21.1 Renewal of Registration:

|        |   | Hotel    | Advisor  |
|--------|---|----------|----------|
|        |   | COLUMN I | COLUMN I |
| 21.1.1 | These regulations shall apply to applications for renewal of registration except that the New Structural Requirements shall not apply to any application for renewal of registration in respect of a premise which was registered under a set of regulations preceding these.   |          |          |
| 21.1.2 | <b>Failure to apply to renew – lapse of over 12 months – New Structural Requirements apply.</b><br>The New Structural Requirements shall not apply where a premises which has received its first registration under a set of regulations preceding these fails to apply to renew its registration for a given Year of Registration but subsequently applies to renew within 12 months after the final date for submitting applications for the said given Year of Registration.   |          |          |
| 21.1.3 | The New Structural Requirements of these regulations shall not apply to premises which had not obtained initial registration at the Commencement Date but in respect of which a declaration as to fitness and convenience as licensed premises had at the Commencement Date been granted pursuant to the provisions of Section 15 of the Intoxicating Liquor Act, 1960, and in respect of which a certificate is subsequently granted entitling the applicant to receive a licence for the sale of intoxicating liquor on the premises. |          |          |

### 21.2 Initial Registration:

These regulations shall apply to initial registration applications save that:

|        |  |  |  |
|--------|--|--|--|
| 21.2.1 | Where, within 24 months prior to the Commencement Date a person has either:  |  |  |
|        | A. incurred not less than 15 per cent of the total cost of construction or refurbishment of a proposed hotel and/or  |  |  |
|        | B. the foundations of a premises having structural characteristics which would comply with the 1988 Regulations have been laid, and evidence of this has been provided in the form of a duly qualified auditor's certificate of expenditure or by such other evidence as the Board or its authorised contractor may require, and   |  |  |
|        | C. the applicant has on a date thereafter (which date shall not be more than 24 months after the Commencement Date hereof) sought initial hotel registration for the said premises from the Board and the premises does not comply with the New Structural Requirements in these regulations but would comply with the corresponding provisions of the 1988 Regulations as regards these structural requirements, then, the corresponding provisions of the 1988 Regulations will apply as regards these structural requirements only. |  |  |
| 21.2.2 | For the avoidance of doubt, where the registration of a premises has been cancelled by the Board under the provisions set out in the Tourist Traffic Acts, 1939 - 2003, these regulations shall apply to any subsequent application for registration of the said premises.   |  |  |

If available insert ✓ in column 1  
If not available insert ✗ in column 1

DATE

SIGNED: HOTEL MANAGER



## Key Requirements At Each Classification Level

To obtain a 5 star rating, a progressively higher quality and range of services and physical facilities must be provided across all areas. These requirements are set out in checklist format on the following pages.

The classification assessment forms for each grade can be viewed and downloaded from the Failte Ireland website:

[www.failteireland.ie](http://www.failteireland.ie)

## Approach, Set Down & Car Parking

|   | Hotel    | Advisor  |
|---|----------|----------|
|   | COLUMN 1 | COLUMN 1 |
| 24 Hour Vehicular access for arriving/departing guests.                                   |          |          |
| Signage clear, legible, correct and in working order.                                     |          |          |
| Car parking where facilities are available should be clearly defined and well maintained. |          |          |
| Valet parking offered to all residents.   |          |          |
| Closed circuit TV cameras.  |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Building Exterior

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Premises of substantial and durable construction, structurally safe and in good repair throughout. |          |          |
| Covered walkways (where applicable) must be fully insulated and weather resistant on all sides.    |          |          |

## Gardens And Grounds (Where Provided)

|  |  |  |
|--|--|--|
| Landscaped, well maintained and kept tidy with an appropriate care regime. |  |  |
| Capable of walking and sitting in for guest use.                           |  |  |

## Lobby and Lounges

|  |  |  |
|--|--|--|
| Lobby (where lobby used as lounge area) and lounge shall contain furniture and fittings, which shall include chairs/armchairs, sofas and tables. |  |  |
| An elevator is provided where there are 3 storeys or more (building permitting).   |  |  |
| Doorman on duty between 07.00 & 22.00.   |  |  |
| Fresh floral arrangements on display.  |  |  |
| Daily newspapers and magazines available to guests and visitors using the lobby.   |  |  |
| Business centre with minimum facilities as follows – Internet Access, PC and printer, fax and photocopier.                                       |  |  |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Reception Operation, Porterage, Concierge

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Reception to be supplied with a desk or counter equipped for arrival/departure of guests with back-up facilities.  |          |          |
| The premises shall be under the regular supervision of a person, or persons, trained or experienced in Hotel Management and fully capable of operating the premises. |          |          |
| Efficient check in and check out, verbal acknowledgement of guest's presence, and ability to answer questions.   |          |          |
| Message service available and messages should be delivered promptly to guests bedrooms, electronically is acceptable.  |          |          |
| Safe available for storage of guests' valuables.   |          |          |
| Cloakroom facilities for the storage of coats, hats and umbrellas. Facilities for temporary storage of guests' belongings in designated area.                        |          |          |
| Local information at reception/lobby area.   |          |          |
| At least two credit and/or debit cards accepted.   |          |          |
| Room keys/key cards properly identified and issued to guest on arrival with additional available on request.   |          |          |
| Provide each guest checking out with details of payment due with purchases clearly identified and a receipt provided.  |          |          |
| Access to account available throughout stay.   |          |          |
| Satisfaction with stay checked.  |          |          |
| Readily identifiable or uniformed front office staff on duty from 08.00 – 23.00.   |          |          |
| A full concierge service (at a minimum from 8.00-23.00) should be provided to allow for theatre bookings/ car hire/travel booking.                                   |          |          |
| Porter's desk separate from reception desk or at reception but clearly identified.   |          |          |
| Porterage available 24 hours, luggage delivered promptly to room. Porter with good knowledge of product.   |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Reception Operation, Porterage, Concierge Continued

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Internet access available.   |          |          |
| Guests advised of the location of facilities within the hotel. Same to be clearly and visibly indicated in reception, elevators or other appropriate public areas. |          |          |
| All charges can be made to the room account for any service/facility at all stages during the stay.  |          |          |
| Fax, photocopying, e-mail available on request.  |          |          |
| Daily newspapers available at reception. Newspapers can be ordered and delivered to guests' room.  |          |          |
| Restaurant reservations made.  |          |          |
| Wake up call offered.  |          |          |
| Express check out service provided on request with bill presented in an envelope/folder and delivered to bedroom.  |          |          |
| A statement regarding the availability of umbrellas to be included in the guest information.   |          |          |
| Pre-bookable babysitting service available, details of which are available in guest information.   |          |          |
| A multi-lingual service provided details of which are displayed at reception.  |          |          |
| If accommodation has been pre-booked guest information to be pre-populated on check in form.   |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1

# 5 Star Hotel Classification Assessment Form



## Reservations

|   | Hotel    | Advisor  |
|---|----------|----------|
|   | COLUMN 1 | COLUMN 1 |
| Comprehensive efficient booking service, giving information on opening times, house policies (e.g. no smoking).   |          |          |
| Prices quoted for accommodation, inclusive packages, service charge, taxes and other surcharges as applicable. Service or other surcharges separately identified to the client. |          |          |
| Explanation of charges for additional services/facilities available and cancellation terms.   |          |          |
| Guest's special requirements (if any) noted, details of booking confirmed in writing/email (if requested).  |          |          |
| Booking policy and room guarantee explained estimate of arrival time established.   |          |          |
| Staff should advise guests in advance where car parking facilities are restricted (if applicable).  |          |          |
| Information on major refurbishment work in progress should be notified to the guest.  |          |          |
| Multi-lingual service available.  |          |          |
| Directions to hotel including street maps available in print and or on the internet.  |          |          |
| On line reservation and booking confirmation.   |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Corridors and Staircase

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| All areas including bedrooms, corridors and stairs in good repair, well lit and free from obstruction. |          |          |
| Décor, door furniture/locks well maintained.   |          |          |
| Well maintained light fittings and emergency lighting.   |          |          |
| Fire safety and exits signs in compliance with safety Regulations.                                     |          |          |
| Well positioned directional signage to bedrooms, lift, reception and other facilities.                 |          |          |
| Goods and services provided to the rooms shall not be transported using the guest lift. (new build).   |          |          |
| Décor, enhanced with pictures/paintings/original pieces of art.  |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1





## Guest Bedrooms

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| At least one window to provide natural light is required. This window should also provide ventilation except where air-conditioning is provided. |          |          |
| All windows to comply with building Regulations.   |          |          |
| Window curtains or blackout blinds to ensure privacy and exclusion of light. Curtain fittings, rails cords all in good working order.            |          |          |
| Lighting: Minimum one shaded bed light per bed space controllable from bed.  |          |          |
| Heating system to be capable of maintaining 20° C at all times. Individual control by guest by on/off switch or valve.                           |          |          |
| Mattress protectors (where fitted) not to be plastic based or other non breathable material.   |          |          |
| One bedside locker, drawer or storage compartment per bed (min 2).   |          |          |
| Luggage rack in all bedrooms.  |          |          |
| Drawers or shelf space to be available for storage of clothing and belongings.   |          |          |
| Minimum two chairs per room.   |          |          |
| Beds, mattresses and base in good condition.   |          |          |
| Non flammable waste basket in all bedrooms.  |          |          |
| At least two electrical 13amp outlets suitable for the attachment of electrical equipment.   |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Guest Bedrooms Continued

|   |                                    | Hotel             | Advisor  |
|---|------------------------------------|-------------------|----------|
|   |                                    | COLUMN 1          | COLUMN 1 |
| These sizes are for new builds. Properties upgrading must meet these sizes in at least 90% of current rooms.  |                                    |                   |          |
| 5* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.   | Single /Twin/Double 22 sq. ms.     |                   |          |
|   | Double & Single 23 sq. ms.         |                   |          |
|   | Three beds                         | Triple 24 sq. ms. |          |
|   | Where two double beds are provided | 26 sq. ms.        |          |
| Suites: 4% of total number of bedrooms, spacious layout with additional toilet facilities (new build) and distinct sitting area, comfortable lounge seating minimum overall floor area. |                                    | 36 sq. ms.        |          |
| Direct dial telephone in each bedroom with message facility and indicator light, at bedside or writing desk. Alternatively message can be hand delivered.                               |                                    |                   |          |
| Turn-down service offered every evening. House assistant on call until 22.00 hrs.   |                                    |                   |          |
| Built in or free standing wardrobes. A variety of hangers should be provided. At a minimum they should comprise of 4 trouser hangers, 4 skirt hangers and 2 padded hangers.             |                                    |                   |          |
| All bedrooms to have air conditioning (new buildings).  |                                    |                   |          |
| Dressing table/ writing desk/workspace to be provided in each room.   |                                    |                   |          |
| Full length mirror in all bedrooms/bathrooms.   |                                    |                   |          |
| Occasional table provided in every bedroom. Tables must be suitable height for dining and writing.  |                                    |                   |          |
| Additional pillows available in the bedrooms.   |                                    |                   |          |
| Additional blankets available in the bedrooms and additional duvets on request.   |                                    |                   |          |
| Writing paper and envelopes in all bedrooms.  |                                    |                   |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Guest Bedrooms *Continued*

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| 50% of all bedrooms designated non smoking.  |          |          |
| Radio with a selection of channels in each bedroom, possibly combined with TV.   |          |          |
| Additional electrical 13amp plugs at desk level in all bedrooms.   |          |          |
| One reading lamp to be provided.   |          |          |
| Fresh flowers provided on request in all rooms.  |          |          |
| Television with remote control in each bedroom minimum screen size 51cms/20".  |          |          |
| TV with Irish and British channels plus choice of two other European languages. 24 hour news channels.                     |          |          |
| Room entertainment appliances available on request e.g. DVD player with remote control/movies on demand/video player.      |          |          |
| All bedrooms to have safe, 25% of which are suitable in size to accommodate a lap-top computer (for new builds at 5 star). |          |          |
| Internet connection available in all of the bedrooms where infrastructure exists.  |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Guest Amenities In Bedrooms

|   | Hotel    | Advisor  |
|---|----------|----------|
|   | COLUMN 1 | COLUMN 1 |
| Hotel information in all bedrooms.  |          |          |
| Drinking glasses in all of the bedrooms.  |          |          |
| Plug adaptor available on request.  |          |          |
| Local information available in a folder in all bedrooms.  |          |          |
| 'Do Not Disturb' Door Knob Cards provided   |          |          |
| 'Please Make Up Room' Door Knob Cards provided or details of how to have the room serviced included in the guest information directory. |          |          |
| Iron and ironing board available if not provided in the bedroom.  |          |          |
| Same day laundry, dry cleaning and ironing service available Monday to Saturday.  |          |          |
| Valet service on request to include sponging, pressing etc. available 08.00 to 22.00 hrs.   |          |          |
| In addition to any machine or materials provided, a shoe cleaning service should be available and promoted.                             |          |          |
| Shoe polish materials in all bedrooms or available on request.  |          |          |
| Hair Dryer available in all bedrooms.   |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1

# 5 Star Hotel Classification Assessment Form



## Guest Amenities In Bedrooms Continued

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Complimentary mineral water supplied.  |          |          |
| Fridge or Mini Bar in all bedrooms, suitable drinking glasses provided.                    |          |          |
| Tea/Coffee making facilities in all bedrooms or tray with facilities available on request. |          |          |
| Bath robe available in all bedrooms.   |          |          |
| Bathroom slippers available in all bedrooms.   |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Bathrooms

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Bathrooms must have a minimum floor area of 3.8 sq metres where facilities include bath/shower. 3.5 sq. metres where facilities include a shower unit only, (4.5 sq m at 5 star where facilities include bath and shower). |          |          |
| Showers thermostatically controlled (new buildings).   |          |          |
| Shower curtains or splash screens fitted.  |          |          |
| Floors and wall tiling to be provided in an appropriate material in all wash basin and shower areas.   |          |          |
| All bathrooms must have an effective system of direct or mechanical ventilation.   |          |          |
| Freshly laundered towels and bath mat to be provided.  |          |          |
| A well lit mirror, situated above the wash basin, with a conveniently located electric shaver point, indicating voltage.   |          |          |
| Lidded waste bin in all bathrooms.   |          |          |
| Good light intensity, additional lighting provided.  |          |          |
| All bathrooms to have bath, preferably of cast iron, with overhead shower facility.  |          |          |
| A stand alone shower facility in all bedrooms (new buildings).   |          |          |
| Wash basin area to be fitted with shelving or have ample flat surfaces for toiletries.   |          |          |
| Basic toiletry range should comprise – soap/liquid soap at wash basin and bath/shower areas, shower gel/bubble bath, body lotion, shower caps, sewing kit, shampoo and conditioner, cotton wool buds/pads.                 |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1

# 5 Star Hotel Classification Assessment Form



## Bathrooms Continued

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Additional range to be available on request free to guest. At least four from the following list – shaving foam or gel, toothpaste, deodorant, vanity set etc. |          |          |
| Minimum standard for towels should be 1 hand, 1 face cloth, 1 bath towel and 1 bath sheet per guest.   |          |          |
| A face cloth available in the room.  |          |          |
| Magnified shaving/make-up mirrors.   |          |          |
| 110 volt socket available in 50% of all bathrooms.   |          |          |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



## Room Service

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| A distinct room service department with telephone extension. Presentation, by tray, trolley or table, to be of the highest standard. Service provided promptly. Expected delivery time stated. |          |          |
| Extensive room service menu to be provided and include a choice of hot cooked meals together with lighter snacks and sandwiches. A full wine and drinks menu to be available.                  |          |          |
| Goods and services provided to the rooms shall not be transported using the guest lift. (new build).   |          |          |
| Breakfast menu and order card available in the room. Plain breakfast available during normal breakfast hours.  |          |          |
| Breakfast menu and order card available in the room. Fully cooked breakfast available during normal breakfast hours.   |          |          |
| 24 hour room service with menu selection which includes hot and cold meals and tray collection.  |          |          |

## Dining Facilities

|  |  |  |
|--|--|--|
| Dining facilities to provide for the service of meals at tables or for the combination of table and counter service. |  |  |
| Heating system to be capable of achieving 20° C.   |  |  |
| Window or mechanical ventilation/air conditioning.   |  |  |
| Private dining room(s) to be provided with excellent décor enhanced with quality pictures/paintings.                 |  |  |
| A separate distinct dining room available.   |  |  |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1



# 5 Star Hotel Classification Assessment Form



## Food and Service

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Special dietary meals available.   |          |          |
| Children's menus available.  |          |          |
| Afternoon tea and beverages to be served. Separate menu to be in place for this service. Served to tables of a suitable height for dining in relation to the chairs/sofas. |          |          |

## Breakfast

|  |  |  |
|--|--|--|
| Plain breakfast provided – menu card to be available to each guest and/or visible at entrance. |  |  |
| Fully cooked breakfast together with selection of cold meats/cheeses.                          |  |  |

## Lunch

|                                  |  |  |
|----------------------------------|--|--|
| Full service lunch (min 5 days). |  |  |
|----------------------------------|--|--|

## Dinner

|                                     |  |  |
|-------------------------------------|--|--|
| Full service dinner (min 5 nights). |  |  |
|-------------------------------------|--|--|

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1

# 5 Star Hotel Classification Assessment Form



## Table Service

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Correct service and removal of dishes, together with their proper accompaniments, where appropriate. |          |          |
| Suitable fabric napkins.   |          |          |
| Guest greeted and shown to table, presentation of menus to each guest where appropriate.             |          |          |

## Wine & Wine Service

|   |  |  |
|---|--|--|
| Wine list to include half and quarter bottles or wine by the glass.                           |  |  |
| Wine served at correct temperature, held in ice bucket or cooler as appropriate.              |  |  |
| Wine list available and presented with the menus.   |  |  |
| Selection of wines from a minimum of 3 varieties.   |  |  |
| Extensive wine list available with guidance from a trained wine waiter with expert knowledge. |  |  |

## Bar/Lounge Bar

|  |  |  |
|--|--|--|
| Fully serviced bar.  |  |  |
| Table service provided.  |  |  |
| Cocktail menu to be provided. Bar staff with the ability to mix cocktails. |  |  |

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1

# 5 Star Hotel Classification Assessment Form



## Public Toilets

|  | Hotel    | Advisor  |
|--|----------|----------|
|  | COLUMN 1 | COLUMN 1 |
| Toilets to be provided for men and women. Be maintained in an evidentially clean and hygienic state. |          |          |

## Staff Issues

|  |  |  |
|--|--|--|
| Manager available for emergencies 24 hours per day.  |  |  |
| All front line staff with the ability to communicate in English.   |  |  |
| All staff to be uniformed as appropriate.  |  |  |
| Identification badges to be worn as appropriate.   |  |  |
| All staff to receive orientation training and be appropriately trained or skilled in their area of work. |  |  |
| Personal grooming – all staff to be clean and neat, with no excessive jewellery.                         |  |  |

SIGNED: HOTEL MANAGER

DATE

5 Star Standard Facilities

If available insert ✓ in column 1

If not available insert ✗ in column 1

# 5 Star Hotel Classification Assessment Form



## SUMMARY FOR OFFICE USE ONLY

### COMMENTS

|  |
|--|
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CLASSIFICATION RECOMMENDED

SIGNED: QUALITY ADVISOR

DATE

# **APPENDIX 3**

**The Developmental Model of Intercultural Sensitivity**

# THE INTERCULTURAL DEVELOPMENT RESEARCH INSTITUTE

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Hillsboro, Oregon 97124 +1 503-268-1025  
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## A DEVELOPMENTAL MODEL OF INTERCULTURAL SENSITIVITY Milton J. Bennett, Ph.D. <[milton.bennett@idrinstitute.org](mailto:milton.bennett@idrinstitute.org)>

### I. DENIAL OF DIFFERENCE

People with this predominant experience are “in denial” about cultural difference – they are unable to experience differences in other than extremely simple ways. They may be perplexed when asked about their own culture, because they have not considered how culture impacts their own or others’ lives. They might ask well-meant but naive questions about other cultures (“do they have television in Japan?”) and make superficial statements of tolerance (“live and let live”). In some cases, people with this orientation may dehumanize others, assuming that different behavior is a deficiency in intelligence or personality.

**Denial/Disinterest:** Isolation in homogeneous groups fails to generate either the opportunity or the motivation to construct relevant categories for noticing and interpreting cultural difference.

**Denial/Avoidance:** Intentional separation from cultural difference protects worldview from change by creating the conditions of isolation. Some awareness of cultural difference may yield undifferentiated broad categories, such as “foreigner” or “Asian” or “people of color.”

---

**Perceptual process:** Failure to differentiate “culture” as a category, thus an inability to perceive or construe data from differing cultural contexts.

**Exercise Of Power:** Possibility of exploitation

#### At This Stage, Learners Say:

- “Live and let live, that’s what I say.”
- “All big cities are the same—lots of buildings, too many cars, McDonalds.”
- “As long as we all speak the same language, there’s no problem.”
- “The main concerns I have involve knowing how to get around and ordering in restaurants.”
- “With my experience, I can be successful in any culture without any special effort – I never experience culture shock.”
- “All I need to know about is politics and history—I can figure out the rest of it as I go along.”

# DEVELOPING INTERCULTURAL SENSITIVITY: DENIAL

## DEVELOPMENTAL TASK:

**To recognize the existence of cultural differences**  
**To begin the reconciliation of stability and change**

## CHALLENGE AND SUPPORT:

**Learners experience of difference:** High Challenge  
**Educators should emphasize:** High Support

## TO SUPPORT THE LEARNERS:

### Content:

- Objective culture: Art, music, literature, theatre, dance
- Heroes and holidays
- Culture specific social science: Politics, history, economics, sociology
- Travel tips: “Do’s and taboos”
- Use symbols, not target cultures

### Process:

- Illustrate ideas with user-friendly activities
- Embed differences in non-threatening contexts
- Promote an inclusive, non-blaming climate
- Address learner anxieties in existing categories, but limit time
- Build on what they already know

## TO CHALLENGE THE LEARNERS:

### Content:

- Subjective culture: Selected values, beliefs, and behaviors
- A positive vision of intercultural interaction

### Process:

- Arouse curiosity
- Facilitate structured contact with other cultures through films, slides, panel presentations, etc.

## II. DEFENSE AGAINST DIFFERENCE

People with a predominant experience of Defense experience cultural difference in a polarized way –us and them. They feel “under siege” by people that they stereotype in simplistic and negative ways, protecting themselves with a hardened boundary between themselves and the “others.” Typically, one’s own culture is exalted, and other cultures are denigrated with negative stereotypes. This hierarchical view of culture may lead people to assume a kind of social Darwinism wherein they place their own culture at the acme of development and civilization.

A common variation is a **Reversal** of the two poles, so that one’s own culture is denigrated and other cultures are uncritically lauded. While Reversal may superficially seem to be more culturally sensitive, it is nevertheless still dualistic and overly simplistic.

**Defense/Denigration:** The existing cultural worldview is protected by negatively evaluating persons with different cultural behaviors or values.

**Defense/Superiority:** The existing cultural worldview is protected by exaggerating its positive aspects compared to all other cultures. Any neutral or positive statement about another culture may be interpreted as an attack.

**Defense/Reversal:** Tendency to see another culture as superior while maligning one’s own, exemplified by “going native” among long-term sojourners or the “false ally” among some dominant-culture seekers of minority approval.

---

**Perceptual process:** categories for culture and cultural difference are better-elaborated, but data is organized into polarized evaluative categories, making neutral statements about cultural difference impossible and thus masking sophisticated differences with simplified stereotypes.

**Exercise of Power:** Exclusionary denial of equal opportunity.

**At this stage, learners say:**

- “Why don’t these people speak my language?”
- “When I go to other cultures, I realize how much better my own culture is.”
- “My culture should be a model for the rest of the world.”
- “These people don’t value life the way we do.”
- “Boy, could we teach these people a lot of stuff.”
- “What a sexist society!”
- “These people are so urbane and sophisticated, not like the superficial people back home.”
- “I am embarrassed by my compatriots, so I spend all my time with the host country nationals.”
- “I wish I could give up my own cultural background and really be one of these people.”



## **DEVELOPING COMPETENCE: DEFENSE**

### **DEVELOPMENTAL TASK:**

**Mitigate polarization by emphasizing “common humanity”  
Distribute criticism equally**

### **CHALLENGE AND SUPPORT:**

**Learners experience of difference:** Maximum Challenge  
**Educators should emphasize:** Maximum Support

### **TO SUPPORT THE LEARNERS:**

#### **Content:**

- Universality of ethnocentrism (in-group/out-group distinctions)
- Existing (but previously unaddressed) differences within the in-group (such as learning styles, personality type, etc.)
- Address affect – something for each person to identify with

#### **Process:**

- Avoid cultural contrasts
- Provide reassurance and information about similarities
- Allow structured opportunities to share concerns
- Focus curiosity on the culture of their own group
- Promote cooperative activities

### **TO CHALLENGE THE LEARNERS:**

#### **Content:**

- Historical contexts (wars, slavery, colonization, etc.)
- Commonalities, including shared needs and goals, between in-group and out-group

#### **Process:**

- Stress conflict mediation and team-building
- Identify existing/transferable skills at dealing with difference
- Promote cooperative activities

### III. MINIMIZATION OF DIFFERENCE

The predominant experience of Minimization is that of having “arrived” at intercultural sensitivity. The polarized experience of Defense has given way to a recognition of the common humanity of all people regardless of culture (“We are the world”). The familiar cultural worldview is protected by believing that deep down we are all alike, either physically/psychologically or spiritually/philosophically. This assumption of similarity is then invoked to avoid recognizing one’s own cultural patterns, understanding others, and eventually making necessary adaptations. The assumed commonality with others is typically defined in ethnocentric terms: since everyone is essentially like us, it is sufficient in cross-cultural situations to “just be yourself.”

**Minimization/Human Similarity:** Recognition and appreciation of superficial cultural differences such as eating customs, etc., while holding that the more important fact is that all human beings are essentially the same in their physiology, such as the need to eat. Emphasis on commonality of human beings in terms of physiological similarity as a way of approaching different cultures, e.g. “After all, we’re all human.”

**Minimization/Universal Values:** Emphasis on the similarity of people in terms of some basic values, typically those of one’s own worldview. All human beings may be viewed as subordinate to a particular supernatural being, religion, or social philosophy. (e.g., “We are all children of God, whether we know it or not,” or “All human beings are subject to the same (Marxist, Capitalist) economic forces.”)

---

**Perceptual process:** Stability is maintained by subsuming difference into familiar superordinate categories, thus creating the experience of one’s own worldview as central to the reality of everyone. Unfamiliar data is perceived in neutral terms, but it is construed within the familiar categories of one’s own worldview (“bow, shake, kiss – it’s all just showing respect”)

**Exercise of Power:** Acceptance of institutionalized privilege; disavowal of power, while unconsciously imposing cultural norms

**At this stage, learners say:**

- “The key to getting along in any culture is to just be yourself—authentic and honest!”
- “Customs differ, of course, but when you really get to know them they’re pretty much like us.”
- “I have this intuitive sense of other people, no matter what their culture.”
- “Technology is bringing cultural uniformity to the developed world”
- “While the context may be different, the basic need to communicate remains the same around the world.”
- “No matter what their culture, people are pretty much motivated by the same things.”
- “If people are really honest, they’ll recognize that some values are universal.”
- “It’s a small world, after all!”

## **DEVELOPING COMPETENCE: MINIMIZATION**

### **DEVELOPMENTAL TASK:**

**Develop cultural self-awareness**  
**Reconcile unity and diversity**

### **CHALLENGE AND SUPPORT:**

**Learners experience of difference:** Moderate Challenge  
**Educators should emphasize:** Moderate Support

### **TO SUPPORT THE LEARNERS:**

#### **Content:**

- Definitions of culture, race, ethnicity, stereotypes, and generalizations
- Culture, perception, and world view
- Minor subjective cultural differences, such as nonverbal behavior, or communication styles

#### **Process:**

- Avoid excessive stress on cultural contrasts
- Expand curiosity about their own culture to other cultures

### **TO CHALLENGE THE LEARNERS:**

#### **Content:**

- Categories and frameworks for understanding their own culture, including values and beliefs
- The privilege of dominant groups
- Use authentic materials (advertising, media, etc.) from their own culture

#### **Process:**

- Facilitate contact with ethnorelative resource persons in structured activities
- Structure opportunities for difference-seeking
- Focus primarily on cultural self-awareness
- Use selected and trained ethnorelative resource persons
- Build on positive affect to motivate further exploration

## IV. ACCEPTANCE OF DIFFERENCE

When Acceptance is the predominant experience, people experience cultural difference in context. They accept that all behaviors and values, including their own, exist in distinctive cultural contexts and that patterns of behaviors and values can be discerned within each context. They see cultures as offering alternative viable solutions to the organization of human existence, and they are curious about what the alternatives to their own culture are. Acceptance does not mean agreement or preference for alternative values, but rather acceptance of the distinctive reality of each culture's worldview.

**Acceptance/Behavioral Relativism:** The perception that all behavior exists in cultural context and the pursuit of understanding complex interaction within and between cultural contexts.

**Acceptance/Value Relativism:** The perception that beliefs, values, and other general patterns of assigning "goodness" and "badness" to ways of being in the world all exist in cultural context, and that cultural worldviews can be understood in terms of these values.

---

**Worldview Structure:** Differentiation and elaboration of cultural categories allows for a rich experience of different cultures, and self-reflective consciousness allows for the experience of one's self in cultural context (cultural self-awareness). Data is organized into cultural context; Culture-general frameworks allow systematic contrasts of behavior and values between cultures; Culture-specific frameworks allow analysis of behavior and values within cultural context

**Exercise of Power:** Exercise of power tends to be avoided through inaction (liberal paralysis), and perhaps some unwillingness to apply ethical principles cross-culturally

**At this stage, learners say:**

- "The more difference the better – it's boring if everyone is the same"
- "People in other cultures are different in ways I hadn't thought of before"
- "I always try to study about a new culture before I go there."
- "The more cultures you know about, the better comparisons you can make."
- "Sometimes it's confusing, knowing that values are different in various cultures and wanting to be respectful, but still wanting to maintain my own core values."
- "When studying abroad, every student needs to be aware of relevant cultural differences."
- "My homestay family and I have had very different life experiences, and we're learning from each other"
- "Where can I learn more about Mexican culture to be effective in my communication?"

# DEVELOPING COMPETENCE: ACCEPTANCE

## DEVELOPMENTAL TASK:

**Refine analysis of cultural contrasts**  
**Reconcile relativity and commitment**

## CHALLENGE AND SUPPORT:

**Learners experience of difference:** Low Challenge  
**Educators should emphasize:** Moderate Challenge

## TO SUPPORT THE LEARNERS:

### **Content:**

- More complex subjective cultural differences including values analysis
- Elaboration of categories for cultural contrast and comparison
- Relationship between cognitive and communication styles

### **Process:**

- Make cultural difference the focus while deepening cultural self-awareness
- Prepare learners for cultural frame-of-reference shifting

## TO CHALLENGE THE LEARNERS:

### **Content:**

- The appropriate use of culture-general (etic) and culture-specific (emic) categories
- Issues of cultural relativity, distinguishing it from moral or ethical relativity

### **Process:**

- Build on enthusiasm for “difference-seeking” to promote examination of more profound contrasts
- Provide guided experiential learning opportunities such as homestays, drops-offs, simulations and role plays requiring intercultural empathy

## V. ADAPTATION TO DIFFERENCE

The experience of Adaptation is one of consciously shifting perspective and intentionally altering behavior. Adaptation is the application of Acceptance, and it is likely to become the predominant experience when there is a need to actually interact effectively with people of another culture. With the acceptance of another culture's organization of reality, Adaptation can proceed by allowing one to reorganize experience in a way more like that of the other culture. This is *intercultural empathy*. The ability to empathize with another worldview in turn allows modified behavior to flow naturally from that experience. It is this natural flow of behavior that keeps code-shifting from being fake or inauthentic.

**Adaptation/Cognitive Frame-Shifting:** The conscious shift of perspective into an alternative cultural world view, thus creating access to a facsimile of the alternative cultural experience. Cognitive empathy.

**Adaptation/Behavioral Code-Shifting:** Acting in culturally appropriate ways based on an intuitive feel for the alternative worldview. Intuitive empathy. The most effective code-shifting occurs in conjunction with conscious frame-shifting. In other words, it's best to first know how things generally work in another culture, and then to allow your behavior to shift into those patterns when appropriate.

---

**Worldview Structure:** Cultural category boundaries become more flexible and permeable, and experience is consciously linked to particular cultural context (self-reflexive consciousness). Conscious re-framing of data allows it to be perceived in various ways, thus allowing experience to be intentionally formed in various cultural contexts

**Exercise of Power:** Ability to recognize and respond to power in cultural context; Reconciliation of ethical issues and the ability to apply consistent ethical principles in culturally relative ways

**At this stage, learners say:**

- "To solve this dispute, I'm going to have to change my approach."
- "I know they're really trying hard to adapt to my style, so it's fair that I try to meet them halfway."
- "I greet people from my culture and people from the host culture somewhat differently to account for cultural differences in the way respect is communicated."
- "I can maintain my values and also behave in culturally appropriate ways."
- "In a study abroad program, every student should be able to adapt to at least some cultural differences."
- "To solve this dispute, I need to change my behavior to account for the difference in status between me and my counterpart from the other culture."
- "I'm beginning to feel like a member of this culture."
- "The more I understand this culture, the better I get at the language."

## **DEVELOPING COMPETENCE: ADAPTATION**

### **DEVELOPMENTAL TASK:**

**Develop cognitive and intuitive empathy**  
**Expand repertoire to allow a broader range of authentic behavior**

### **CHALLENGE AND SUPPORT:**

**Learners experience of difference:** Low Challenge  
**Educators should emphasize:** High challenge

### **TO SUPPORT THE LEARNERS:**

#### **Content:**

- Models of culture shock and cultural adaptation
- Advanced cultural topics requiring intercultural empathy (e.g., appreciation of humor, assessment of cultural deviance)

#### **Process:**

- Facilitate opportunities for learners to practice behavior in known cultures
- Use trained ethnorelative cultural informants in less structured activities (small groups, case studies, etc.)
- Prepare learners to learn autonomously (use of cultural informants, research strategies, etc.)

### **TO CHALLENGE THE LEARNERS:**

#### **Content:**

- Cultural identity development (ethnic identity models, intercultural sensitivity models)
- Re-entry

#### **Process:**

- Provide opportunities to interact in previously unexplored cultural contexts
- Address deeper anxiety issues (e.g., “internal culture shock,” identity conflicts, etc.)

## VI. INTEGRATION OF DIFFERENCE

The experience of Integration is of being a person who is not defined in terms of any one culture – typically a person who is bicultural or multicultural. The experience of Integration may occur when individuals intentionally make a significant, sustained effort to become fully competent in new cultures. It may become the predominant experience for nondominant group members who have adapted (not assimilated) to a dominant or colonial culture, or it may characterize persons who grew up or lived for extended periods in other cultures. A marginal cultural identity allows for lively participation in a variety of cultures, but also for an occasional sense of never really being “at home.” People with this orientation experience themselves as “in process,” and they generally have a wide repertoire of cultural perspectives and behavior to draw on.

**Integration/Constructive Marginality:** Maintenance of a personal or organizational identity that is not primarily based in any one culture, combined with a tendency to facilitate constructive contact between cultures. Participation to some extent in a “marginal reference group,” where other marginals rather than cultural compatriots are perceived as similar.

**Integration/Ethical Commitment:** Construction of an ethical system that allows for “commitment in relativism.”

---

**Worldview Structure:** World view categories are experienced as constructs maintained by self-reflexive consciousness (cultures and individuals are “making themselves up”). Data both is generated by and generates context; therefore, we control knowledge by the construction of context

**Exercise of Power:** Culturally appropriate, but tending toward reconciliatory

**At this stage, learners say:**

- “While sometimes I feel marginal in groups, I am able to move in and out of them with relative ease.”
- “Everywhere is home, if you know enough about how things work there.”
- “I feel most comfortable when I’m bridging differences between the cultures I know.”
- “Whatever the situation, I can usually look at it from a variety of cultural points of view.”
- “In an intercultural world, everyone needs to have a intercultural mindset.”
- “I truly enjoy participating fully in both of my cultures.”
- “My decision-making skills are enhanced by having multiple frames of reference.”



# DEVELOPING COMPETENCE: INTEGRATION

## DEVELOPMENTAL TASK:

**Resolve the multicultural identity**

**Support for 3<sup>rd</sup> culture constructions in personal or organizational interaction**

## CHALLENGE AND SUPPORT:

**Learners experience of difference:** Low Challenge

**Educators should emphasize:** High Challenge

## TO SUPPORT THE LEARNERS:

### Content:

- Theoretical and experiential frameworks for constructing a multicultural identity

### Process:

- Create opportunities for marginal peer group interaction
- Provide options for constructively marginal people to serve as resource persons
- Model constructive marginality

## TO CHALLENGE THE LEARNERS:

### Content:

- Cultural mediation models
- Modes of the multicultural self and society
- Models of ethical development

### Process:

- Promote a view of self-as-process (choice-making)
- Encourage commitments and boundary setting
- Discuss strategies for cultural identity construction

**Derived from:** Bennett, Milton J. (1993) Towards a developmental model of intercultural sensitivity In R. Michael Paige, ed. *Education for the Intercultural Experience*. Yarmouth, ME: Intercultural Press.

**Current DMIS reference:** Bennett, M. J. (2004). From ethnocentrism to ethnorelativism . In J.S. Wurzel (Ed.) *Toward multiculturalism: A reader in multicultural education*. Newton, MA: Intercultural Resource Corporation.

**Training applications:** Bennett, J., & Bennett, M. (2004). Developing intercultural sensitivity: An integrative approach to global and domestic diversity. In D. Landis, J. Bennett, & M. Bennett (Eds.), *Handbook of intercultural training* (3rd ed., pp. 147–165). Thousand Oaks, CA: Sage.

Bennett, M. & Castiglioni, I. (2004). Embodied ethnocentrism and the feeling of culture: A key to training for intercultural competence. In D. Landis, J. Bennett, & M. Bennett (Eds.), *Handbook of intercultural training* (3rd ed., pp. 249–265). Thousand Oaks, CA: Sage.

# **APPENDIX 4**

**Orientation on workplace**

A decorative graphic on the left side of the slide, consisting of several thin, curved purple lines of varying lengths and shades, originating from the left edge and extending towards the center. A solid purple arrow points to the right, overlapping the word 'Motivation'.

# Motivation



# Motivation (work motivation)

- the will and energy to act and perform
- term used to explain why people behave in a certain way
- the force that directs and maintains behaviour

1) initial feeling of interest that a person has towards achieving a set goal  
*(ignition)*

2) *Direction*: the set of actions that people will take in order to achieve their goal

Direction → what individual most desires to do

3) *Maintenance* of the behaviour until the goal is achieved

(Bartol & Martin, 1998)



# Motivation (work motivation)

- term used to explain why people behave in a certain way

Fundamental questions:

➤ How to stay alive?

→ What makes life worth living?

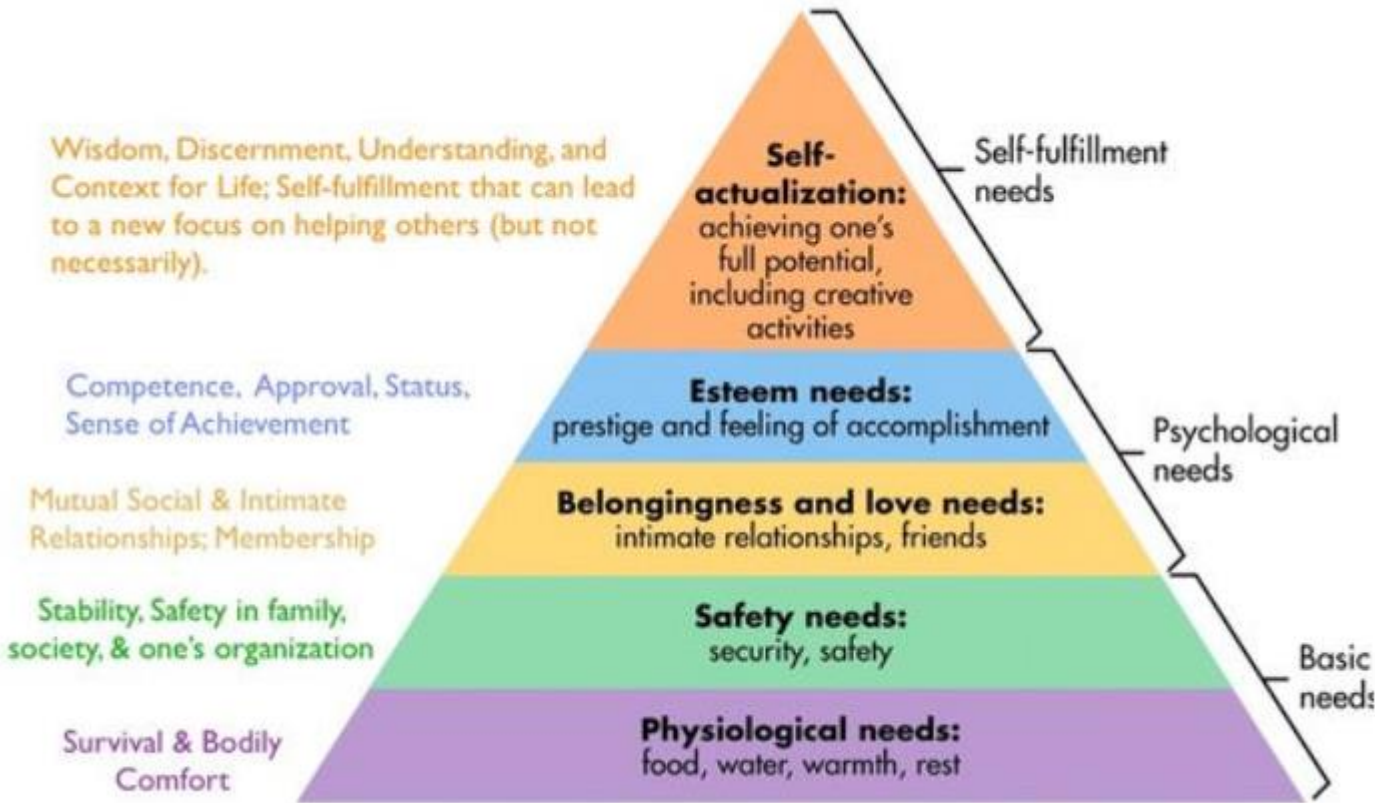
Ability (knowledge) X Motivation = Success and Performance

Brooks (2005); Martela & Jarenko (2015)

# Motivation – theories and approaches

- There are a range of different approaches to motivation
- Often, they tend to complement one another and add richness to our understanding
- Altogether: people are moved to act (motivated) by very different types of factors  
(different situations, work places, tasks)

# Maslow`s hierarchy of needs (1943)



- Motivators that are arranged in order from first level to the top

- At the top level: employees are reaching their full potential

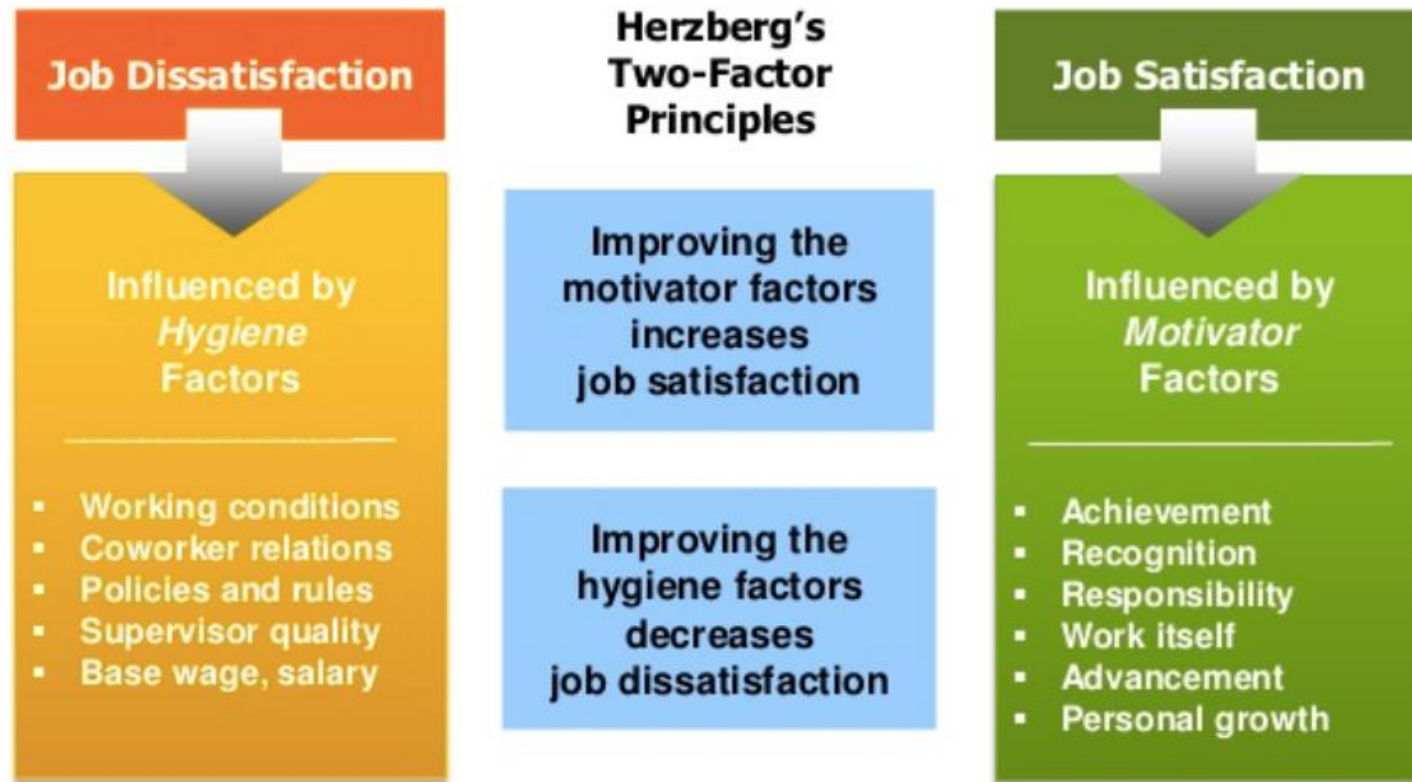
- One level must be satisfied before the next level of need emerges

Model has been criticized: there is no evidence that human needs can be classified into five categories or arranged in hierarchy

Roesler, S. → Maslow: this is not the only description of how people are motivated but represents what might happen in ideal circumstances

# Herzberg (1966) Motivation at work:

hygiene factors = dissatisfaction, work place and environment  
and motivator factors = satisfaction, work it self



Pink (2009)

“The best use of money as a motivator is to pay people enough to take the issue of money off the table: Pay people enough so that they’re not thinking about money and they’re thinking about the work.”

Hygien factors → should be in correct level

Wage, salary = mostly question of equity and fairness

Important:  
balance



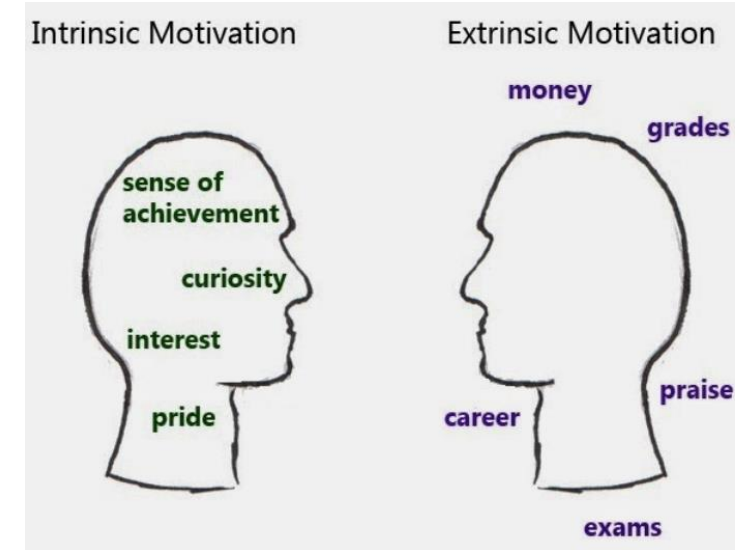
# Motivation – theories and approaches

- People can be motivated because
  - they value an activity  
(intrinsic motivation)
  - because there is strong external force  
(extrinsic motivation; e.g. the carrot-and-stick approach)

# Two dimensions / types of motivation

## Intrinsic motivation

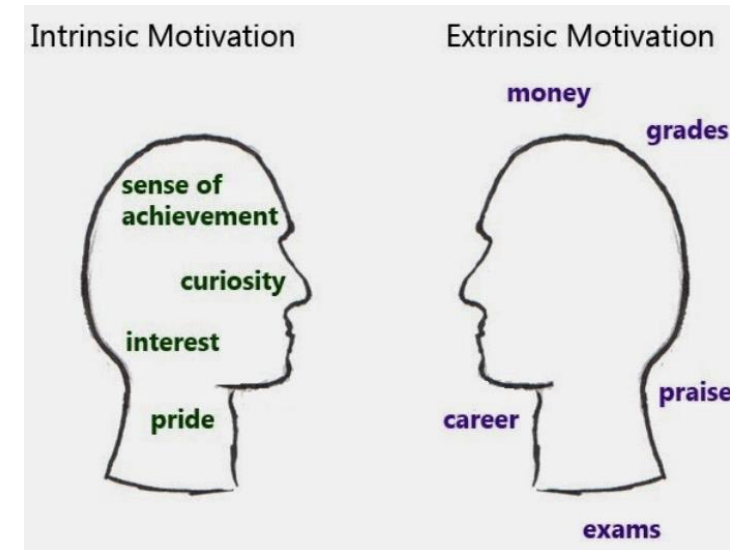
- the driving force is self-desire to seek out new things and new challenges
- is driven by an interest or enjoyment in the task itself, and exists within the individual rather than relying on external pressures or a desire for consideration
- is a natural motivational tendency and is a critical element in cognitive, social, and physical development
- students/employees who are intrinsically motivated are more likely to engage in the task willingly as well as work to improve their skills, which will increase their capabilities



# Two dimensions / types of motivation

## Extrinsic motivation:

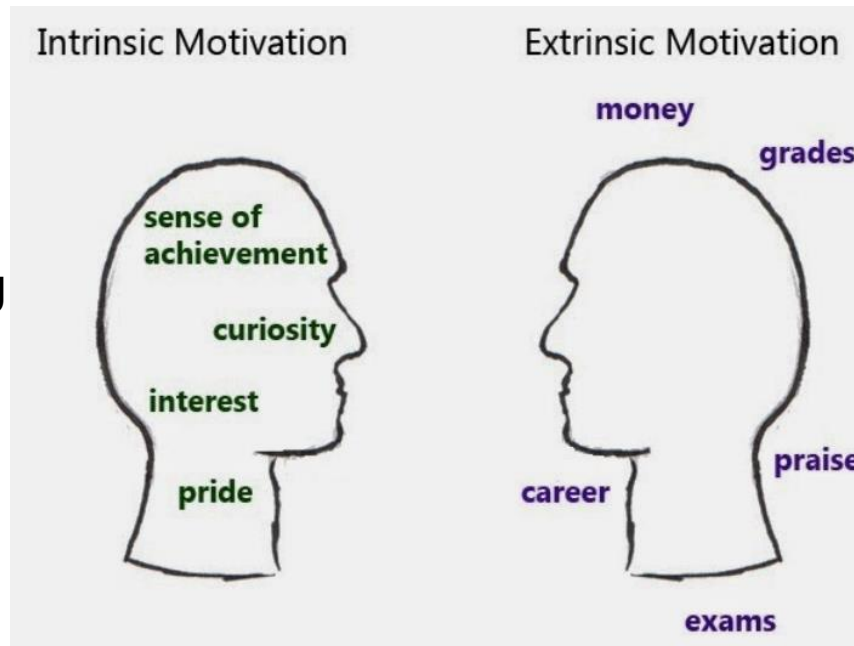
- the driving force to do something due to external factors like praise, money, rewards, career (influences outside of the individual)
- to the activity to attain a desired outcome
- common extrinsic motivations are rewards (for example money or grades) for showing the desired behavior, and the threat of punishment following misbehavior
- competition is an extrinsic motivator because it encourages the performer to win and to beat others, not simply to enjoy the intrinsic rewards of the activity



- Motivation that is driven by an interest

- Passion, like, meaning and purpose

- Satisfaction



"What are you giving?"

- Doing and action gives energy
- Possibility to feel drive and enthusiasm
- Vocation (personal mission) for working

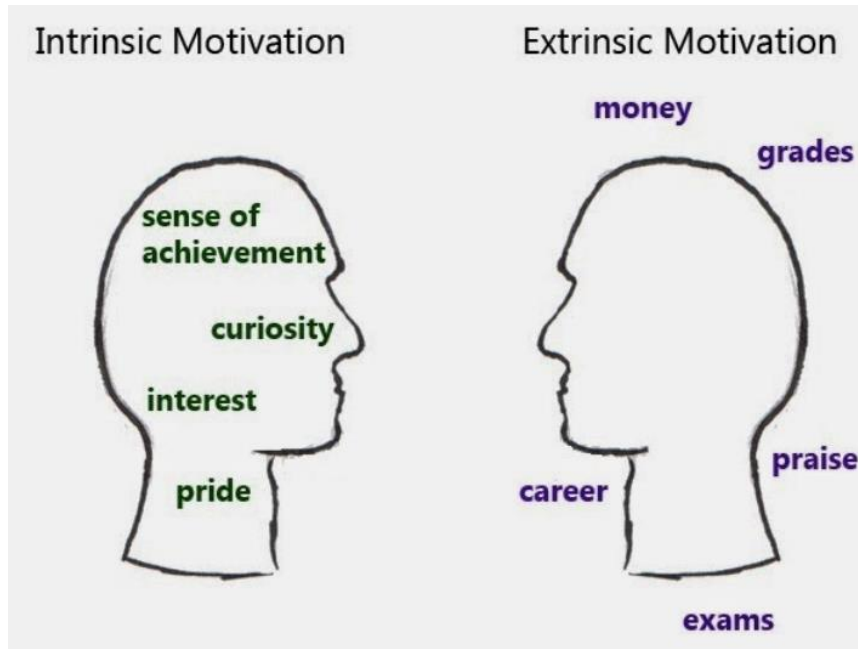


The carrot-and-stick approach

- Motivation comes from the outside of an individual; bonus, salary,

"What are you getting?"

- Surviving: acting as tool/ medium to goals
- Protecting one-self from negative
- Might be exhausting and burns out



- Doing and acting gives energy
- Possibility to feel drive and enthusiasm
- Vocation (personal mission) for acting

- Surviving: acting as tool/ medium to goals
- Protecting one-self from negative
- Might be exhausting and burns out

In the daily life of working there are different situations and tasks with different motivation  
 → But mostly one or the other motivation will dominate

# Much of what people do is not intrinsically motivated

- Intrinsic motivation is an important type of motivation but much of what people do is not intrinsically motivated (cant be)

*"especially after early childhood when the freedom to be intrinsically motivated is increasingly curtailed by social pressures to do activities that are not interesting and to assume a variety of new responsibilities"* (study and work?)

- whenever a person (be it a parent, teacher, boss, coach, or therapist) attempts to foster certain behaviors in others, the others' motivation for the behavior can range from amotivation or unwillingness, to be passive, to active personal commitment

The real question concerning nonintrinsically motivated practices is:

**How individuals acquire the motivation to carry them out tasks that are not intrinsically motivating?**

# How individuals acquire the motivation to carry out tasks that are not intrinsically motivating?

Managers and team members who want to facilitate motivation and commitment on the job

→ **Facilitate and create conditions (in a workplace) that promote and support intrinsic motivation**

**Advance, promote and support  
*Three basic psychological needs:***

- Autonomy, Mastery and Purpose (Pink, reaction paper)
- Autonomy, Competence and Relatedness (Ryan & Deci, 2000)

to promote and advance satisfaction, well-being and better performance

→ Also because motivation is perhaps the critical variable in producing maintained change (aim and energy to change and develop (learn))



Supporting basic psychological needs promotes intrinsic motivation and internalization, which in turn yields more effective performance and greater wellness

# Three Basic Psychological Needs (Ryan)

(Reaction paper: Autonomy, Mastery and Purpose (Pink, 2009))  
Pink refers to studies on the basic psychological needs

## **Autonomy:**

- our desire to be self-directed
- urge to be agent of one's own life and work and act in harmony with one's self  
(fit in to the organisation, team and job, tasks)
- responsibility, individual options and choices
- opportunity to choose working methods and to develop work, team and organisation



# Three Basic Psychological Needs (Ryan)

(Reaction paper: Autonomy, Mastery and Purpose (Pink, 2009))

Pink refers to studies on the basic psychological needs

## **Competence:**

- seek to control the outcome and experience mastery
- the urge to get better skills and to use them
- enough challenges and opportunity to use one`s best know-how and skills
- opportunity to learn, develop, reach goals and achieve results and outcomes at work

# Three Basic Psychological Needs (Ryan)

(Reaction paper: Autonomy, Mastery and Purpose (Pink, 2009))


Pink refers to studies on the basic psychological needs

## **Relatedness** (purpose):

- the desire to do something that has meaning and is important – for one-self, organisation, team, colleagues, customers, society
- desire to interact, be connected, and experience caring for others, togetherness
- one`s important role

# **APPENDIX 5**

**Motivation**



# Orientation to workplace

(Induction, on boarding)

# Laws according to orientation

## **The Employment Contract Act**

- Employer has a responsibility to offer knowledge (information, practices) and training to new employees  
→ to be able to carry out the given tasks
- Employer has a responsibility to offer knowledge and training for every employee  
→ for career development and to promote occupational development

# Laws according to orientation

## **The Occupational Safety and Health Act :**

- Employer`s responsibility to provide orientation to workplace
  - Employees must be informed and trained how to use all the equipment and machines at the workplace (safety)
  
- Employer`s responsibility to provide safe environment for the employees
  - minimizing and eliminating possible dangers and risks for employees to get injured mentally or physically
  
  - Also specific information of occupational risks and hazards ( to be able to avoid dangerous situations, to prevent accidents and injuries)
  
  - Employee is responsible to follow given instruction and to work carefully and to inform about accidents and lack/errors in equipment and conditions of work

# Laws according to orientation

Employer`s responsibility to offer orientation

- **to all new employees** including seasonal staff, hired labour
- **to employees already working** in the organisation
- when working tools, equipment, working methods, workplace changes (The Act on Cooperation within Undertakings)
- attention to employees who have had long absence from work (family leave, sick leave)
- when employee`s work unit or position changes (new vacancy, responsibility)

# Goals and objectives of orientation

- to help the employee to get familiar with the organisation, working environment and duties
- personal learning experience  
to understand one`s role in organisation and to understand duties, responsibilities, organisations, targets, goals
- Also: New employee and orientation is “period of opportunity, a chance to start a fresh and to make needed changes in an organisation”  
(Watkins, M. 2010)



# Goals and objectives of orientation

- Socialisation to organisation, team, colleagues
  - feeling that one`s role is important and meaningful in the company, in the team
  - motivating and welcoming the new employee
- taking care of the “ first impression of the new work environment”
- giving support and feedback

# Goals and objectives

- Enough time and space for learning and joining
  - to quickly become part of the organisation, for key learning to happen as quickly as possible
  - Results: quick integration into the organisation, employees commitment and productivity
  - To reduce turnover and encourage workers to stay with an organisation for a longer tenure (no need for recruitment)

# Planning of the orientation process

- Employer / A supervisor or foreman is responsible for orientation
- The practical work orientation can also be delegated to a trainer or employee(s)
  - Set up the orientation team – who will be doing what in the orientation process

Employer is responsible for updating the materials and plans

# Planning of the orientation process

- The employer draws up an orientation plan (documented plan)
  - plan should contain: person in charge, targets and aims of orientation
  - what will happen on the first day, week and month

- Orientation can be designed for groups or individuals

- Part-time or short-period workers:  
efficient and productive after a relatively short period of time?

challenges for the short-time orientation:

orientation days and events      vs      customized orientation

- Orientation of permanent workers: allows more opportunities for discussions, customized orientation and interviews
  - different starting point (education/experience/skills) and what employee wishes to learn



# Orientation process

- 1) Recruitment and selection
- 2) Welcoming to workplace and introduction
- 3) Workplace orientation
- 4) Job guidance / Work training
- 5) Monitoring and testing the orientation process



# Orientation process

## 1) Recruitment and selection

e.g. Job advertisement, interviews, selection methods

= information about the company, vacancy, expectations, positive impression, realistic job preview

# Orientation process

## 2) Welcoming to workplace and introduction

- Informing the working community about the selection
- Preparing to welcome the new employee
- Introducing the new employee to co-workers, teams
- Planning the customized orientation plan? Interviews?
- Setting the mentor/trainer
- Previous skills and setting the targets for the orientation
- Learning styles? (hearing, reading, observing?)

(Kangas, 2002)

Kupias & Peltola (2009)

# Orientation process parts 3 and 4

## → Orientation – to parts

### **1) Workplace orientation**

- organisation:  
functions, administrative arrangements,  
rules, policies
- giving an employee the basic  
information about the workplace,  
facilities and personnel,  
as well as the conditions of employment,  
safety issues

### **2) Work training / Job guidance:**

- giving the employee specific  
job and task orientation
- enable the employee to  
perform the required tasks  
independently,  
proficiently and safely



# Orientation practices / tools

## **Employee handbook / orientation guide** for new employees

- compact information package about an organization and procedures

e.g. what to do in case of sickness, how the work safety delegation works etc.

- [http://ttk.fi/files/4673/work\\_orientation\\_for\\_short\\_term\\_employment.pdf](http://ttk.fi/files/4673/work_orientation_for_short_term_employment.pdf) p2, 4

# Orientation practices / tools

## Orientation checklist

- to be included in the orientation plan
- can vary but to provide a hand script for the orientation process and to help to ensure that all required information is shared with the new employee
- [http://ttk.fi/files/4672/work\\_orientation\\_checklist.pdf](http://ttk.fi/files/4672/work_orientation_checklist.pdf)

# Orientation process:

## 5) Monitoring and evaluation of the orientation and orientation process

- Evaluation of the orientation

Mentor/foreman and the new employee together → successful or not?

- Interviewing of co-workers

- Following the new employees work

- Questionnaire, interviews, meetings etc.

- Also benchmarking the orientation process

(how is the orientation arranged in other departments/teams or in different organisations in the same industry / business



# **How to Make Employee`s Firts 90 Days Successful: The Real Focus of the Firts 90 Days**

Watkins, M. (2013) The First 90 Days: Critical Success Strategies for New Leaders at All Levels. (Harward Business Review Press)

**TASK: Take a critical perspective**

- 1)What is surprizing?**
- 2)The best advice and why?**
- 3)What would you question and why?**



# How to Make Employee`s Firts 90 Days Successful: The Real Focus of the Firts 90 Days

*Telstra is Australia's leading telecommunications and information services company, offering a full range of communications services and competing in all telecommunications markets. As with all telecommunications companies, Telstra hires thousands of employees each year*

*21 New employees have to learn a dizzying number of systems, products, pricing plans, and ways of doing their job, so turnover and engagement are always issues.*

*To address this strategic challenge, Telstra used a new "90-Day" onboarding experience for all employees.*



Watkins, M. (2013)

The First 90 Days: Critical Success Strategies for New Leaders at All Levels.  
(Harvard Business Review Press)

1. Engaging the new employee by communicating and asking how things are going and by taking them to lunch or coffee, even if it's just in the office.
2. Maintaining an open-door policy as a manager and ensure that this is communicated to every employee, not just the new hire. This exudes that if they have questions, you'll be there for them.
3. Include both short- and long-term projects for the new hire from an early stage. New employees feel an inherent desire to contribute to the business right away. You don't want them working on the big projects, though, until they're really up to speed on the way your company works.
4. In addition to a regular meeting that managers should set up, ensure that the new employee's direct manager conducts a review at the end of the first 90 days that actually involves the employee (make it two-way feedback).
5. Sponsoring and organizing company get-togethers, formally or informally—anything from coffee and donuts in the conference room to a happy hour or a retreat can bring the staff together and encourage a team atmosphere.

# Tacit knowledge → proper orientation methods?

## Properties of tacit knowledge

Ability to adapt, to deal with new and exceptional situations

Expertise, know-how, know-why, and care-why

Ability to collaborate, to share a vision, to transmit a culture

Coaching and mentoring to transfer experiential knowledge on a one-to-one, face-to-face basis

## Properties of explicit knowledge

Ability to disseminate, to reproduce, to access and re-apply throughout the organization

Ability to teach, to train

Ability to organize, to systematize, to translate a vision into a mission statement, into operational guidelines

Transfer knowledge via products, services, and documented processes

### **In orientation**

→ **Ability to participate to different daily practices**

→ **Time for observing**

→ **to meet different colleagues, time to discuss, ask and wonder out loud**

# **APPENDIX 6**

**Well-being at Work**



A decorative graphic on the left side of the slide. It features a solid purple vertical bar on the far left. From the right edge of this bar, several thin, curved purple lines of varying lengths and shades (from light to dark) extend upwards and outwards. A solid purple arrow points to the right, overlapping the text.

# Well-being at Work

# Well-being at work

Employees' (individual`s) experiences

→ work is safe, healthy, and pleasant

→ work ability

- expertise and professionalism of employees
- motivation
- good leadership
- the support that the community gives to individuals
- good workplace atmosphere, working climate
- handling conflicts and inappropriate behaviour

Ministry of Social Affairs and Health, Finland (2017)

The Centre for Occupational Safety, Finland (2012)

# Well-being at work

- **How meaningful and rewarding the person feels that their work is** → ability to feel joy of work
- increases productivity and commitment to the job
- reduces incidents of sick leave

Occupational health and safety (OSH) management:

- to fulfil regulatory requirements (legislation) to sustain the physical and psychosocial well-being of all the personnel
- to promote the well-being, innovations, productivity and competitiveness

Society:

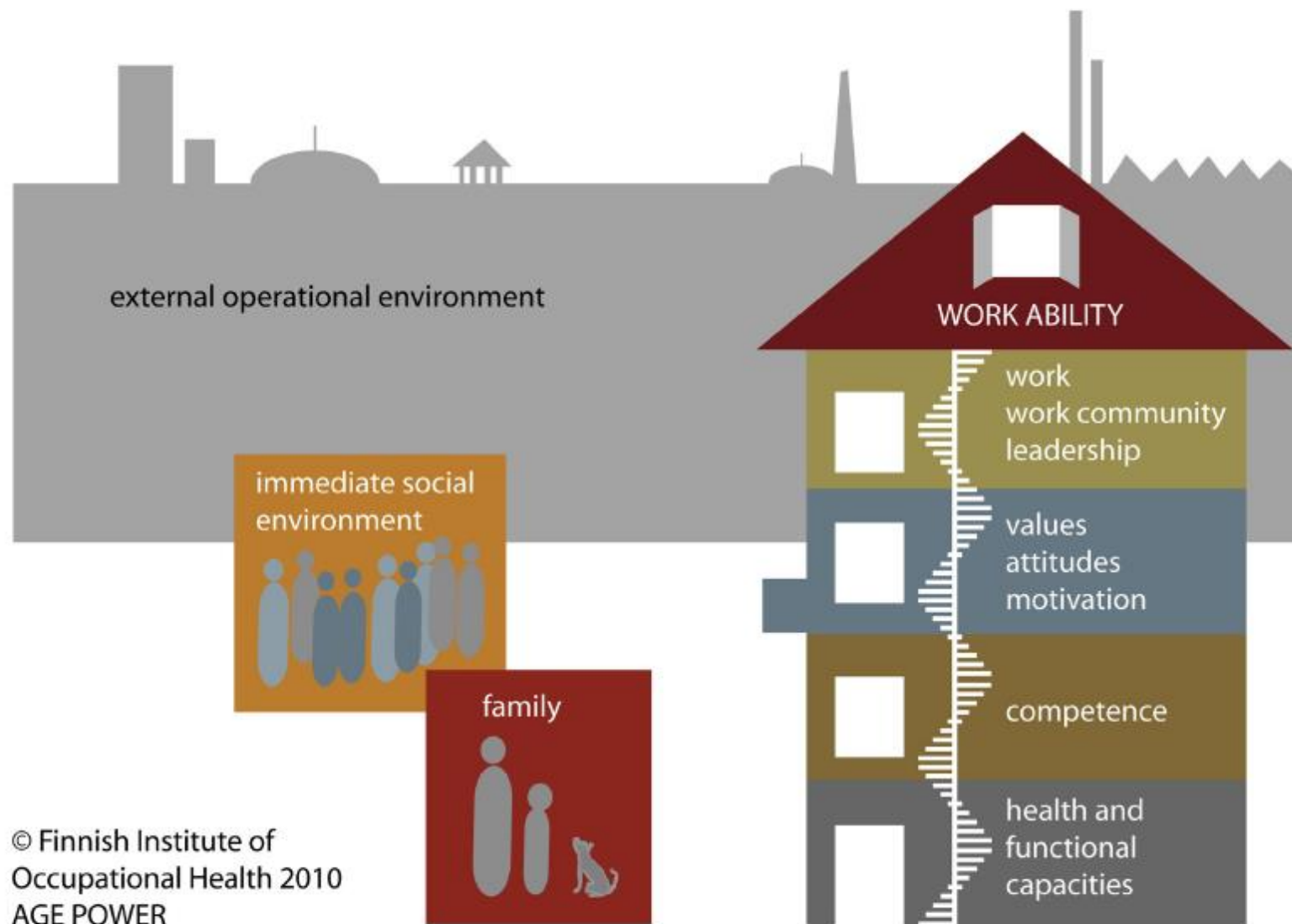
culture

legislation

education policy

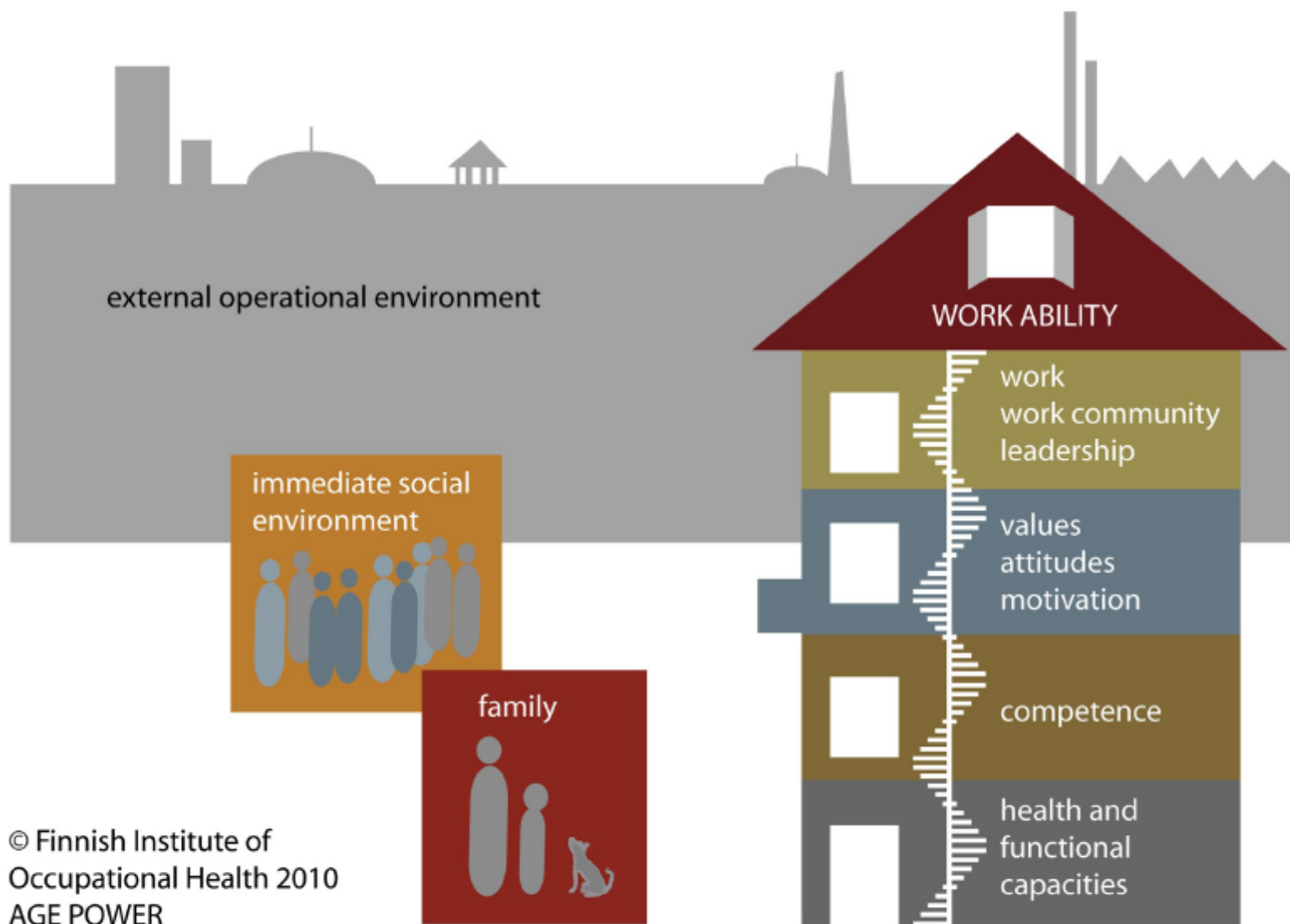
social and health policy

# WORK ABILITY (individual`s)



© Finnish Institute of  
Occupational Health 2010  
AGE POWER

Image 1: Work ability explained by the form of a house (Finnish Institute of Occupational Health, 2010).



© Finnish Institute of  
Occupational Health 2010  
AGE POWER

The 4 floor is the largest and heaviest:

- Demands of work
- The resources of individual should be in balance with this floor
- Managers can play a key role in influencing

The 3 floor: experiences from work first affect to values and attitudes

- Good experiences strengthen positive values

Image 1: Work ability explained by the form of a house (Finnish Institute of Occupational Health, 2010).

# Well-being - regulations and agreements

## **Occupational Safety and Health Act:**

- employers responsibility to support healthy and safe working environment, employee`s working ability
- all organisations and companies (despite the size, amount of personnel)
- **objectives** to improve the working environment and working conditions in order to ensure and maintain the working capacity of employees

# Occupational Safety and Health Act

## Employer`s Responsibilities:

- Analysis and assessment of risks at work
- Occupational safety and health policy
- Work orientation and guidance
- Occupational health care
  - Responsibility to provide preventive occupational health care services to the staff when one or more employees, regardless of working hours / duration of employment
  - must regularly monitor the health of employees performing risk work
- Occupational health and safety cooperation
- Development of the workplace

# Analysis and assessment of risks at work

## Occupational Safety and Health Act:

- Identification of hazards and risks connected to work, working environment and working conditions
- Extra attention (among other things):
  - accidents, occupational diseases and work-related illness and hazardous incidents
  - the employees' age, gender, occupational skills and other personal capacities
  - factors related to workload (e.g. working hours)
  - the potential risks to reproductive health (pregnancy)
- Special attention to lone working, night work, work with display screen equipment, threat of violence etc.
- The work environment, work and working hours - as safe as possible



# Analysis and assessment of risks at work

Occupational Safety and Health Act:

- Employer makes the risk assessment

- If the employer does not have adequate expertise then with of occupational safety and health personnel and, if necessary other experts

- Information gathering:

Statistics, questionnaires, hazardous situations reports, earlier studies, workplace inquiries



→ <https://osha.europa.eu/en/themes/safety-and-health-micro-and-small-enterprises>

# Risk assessment objects:

## **Physical working environment**

- machinery, powered tools and hand tools
- working spaces
- order and tidiness
- hot work
- working in enclosed spaces
- electrical work
- use of chemicals
- hoist work and hoisting in general (lifting)
- the use of personal protective equipment
- access, exits, emergency routes
- traffic

## **Physical, chemical and biological hazards**

- Noise, vibrations, temperature (hot, cold, draughts),
- Lighting, handling hazardous chemicals, air impurities, infection risk

## **Physical workload**

- difficult working posture
- unsuitable workload
- monotonous work
- working pace and rest periods
- manual lifting and moving
- inappropriate tools

## **Psychosocial stress**

- lack of job security
- lack of influence in the work
- atypical working hours
- monotonous work
- threat of violence
- personnel conflicts
- inappropriate treatment
- harassment



Reaction papers:

A) Work organisation and stress

What have caused you stress at work? What were the advantages and disadvantages of stress?

B) Managing Occupational Health and Safety

Describe what have threaten (decreased) your well-being at work?

**TASK:**      **Assessment of risks**

- **Physical workload**
- **Psychosocial stress**
- **Physical working environment**
- **Physical / chemical / biological hazards**



# Psychological stress factors

- constant changes, long-term uncertainty
- unclear objectives in the work
- too much work, constant hurry, failure to meet deadlines, poor quality of the work due to time pressures
- lack of self-regulation concerning the workload, pace and time, work seeping into free time
- not enough work, work is not challenging enough
- no possibilities for development or learning new things
- constant disruptions, disruptive obstacles
- great responsibility for the people or finances vs. lack of means
- lack of feedback and/or appreciation.



# Social stress factors

- work community issues, cooperation issues and difficult social relationships
- working alone, isolation
- difficulties concerning reachability in network-like work
- challenging customer situations, client violence
- poor communication
- feelings of inequality
- poor work behaviour and inappropriate treatment
- dissatisfaction with managerial work and issues in the organization of work.

# OSH and Managing expert organisations

- In expert organisations the work is highly oriented toward complex problem solving
  - professionals who have a strong need for autonomy, achievement, and fulfillment of their talents and potentialities

## **Important to pay more attention to workload and psychosocial risks faced by the employees**

- Stress is related to increased accident rates, to poorer performance and difficulties in coping with the demands of work
- According to Finnish studies:  
legal OHS responsibilities of the managers, fair treatment and workplace rules should be emphasized in organisations



**TASK:**

What kind of practices / daily actions were used to reduce and relieve stress at the workplace?



# Methods that support well-being → control the effects of harmful workloads:

- good and safe working conditions, work equipment, well-functioning work processes
- flexible work times
- fair compensation
- performance appraisal practices
- well-functioning meeting procedures
- monitoring and development of professional skills
- obliging people to behave well at work.

**CASE e-mail and rules,  
instructions?  
Whatsapp?**

# Positive stress – flow

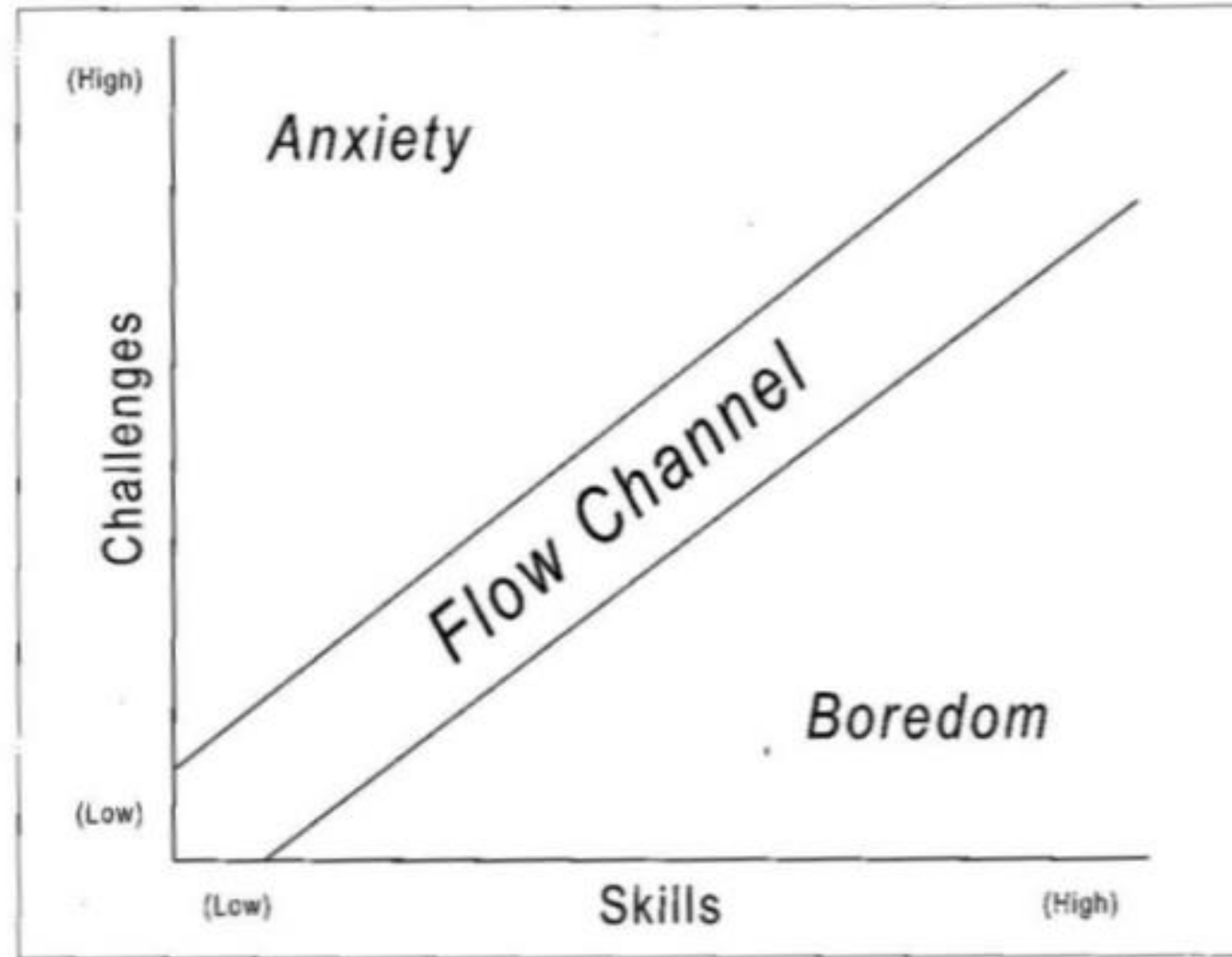
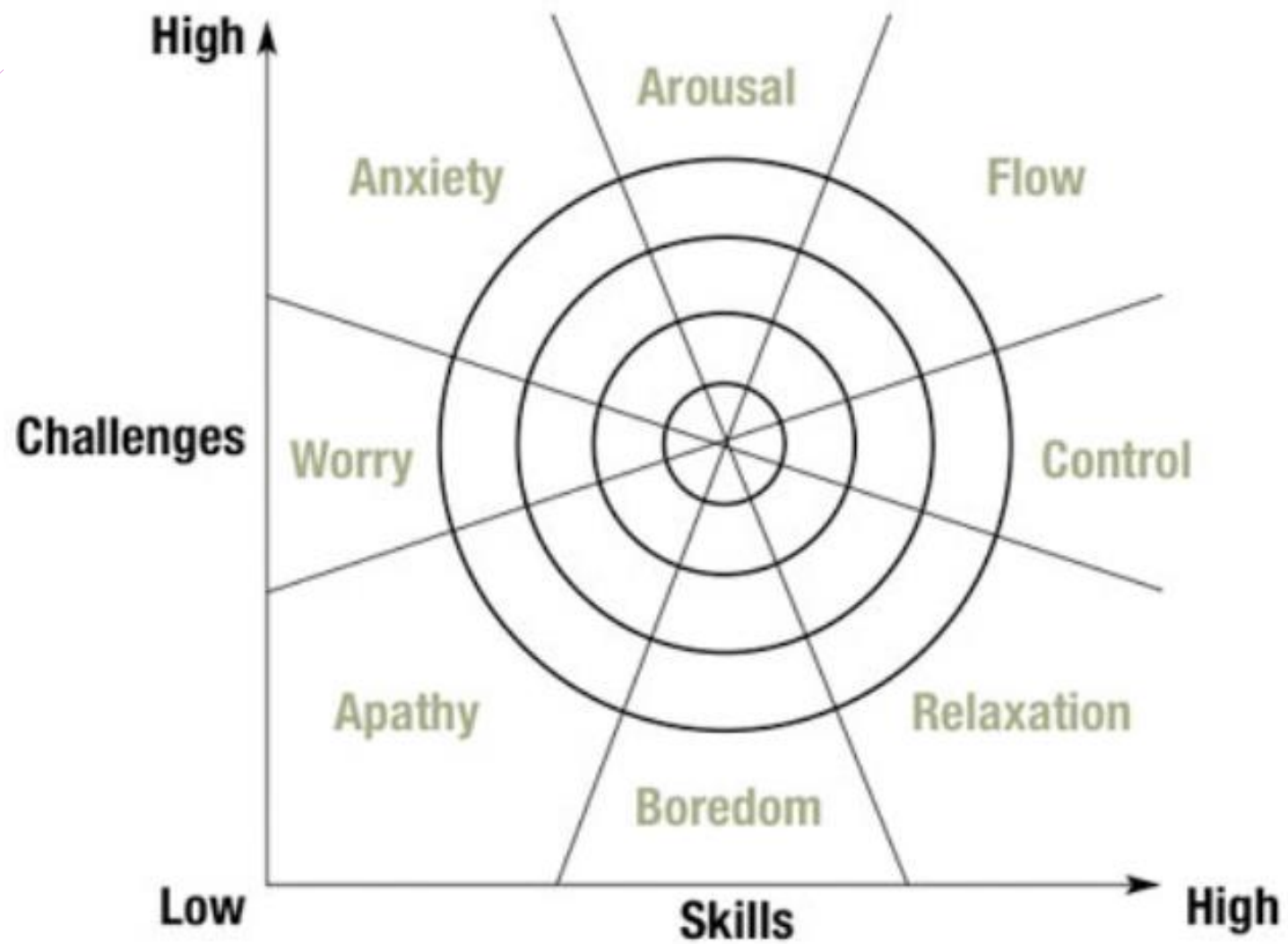


Figure 24.1 How the complexity of consciousness increases as a result of flow experiences.

Note: From *Flow: The psychology of optimal experience* (p. 74), by M. Csikszentmihalyi, 1990, New York: Harper & Row. Copyright



Source: From the book *Finding Flow: The Psychology of Engagement with Everyday Life*, by Mihaly Csikszentmihalyi. Excerpted by permission with Basic Books. Copyright © 1998.



## Employer`s responsibility:

### Occupational safety and health policy

Occupational Safety and Health Act:

→ based on the assessment of workplace hazards and risks

→ concerns every employer and workplaces of all sizes

# Occupational safety and health policy

## Occupational Safety and Health Act:

- (Written) The plan, document = based on the assessment of workplace hazards and risks
  - contents and the goals set for OSH-work
- goals of the policy might be to e.g.
  - to decrease work related accidents and mental stress
  - to increase the number of safety reports
  - to improve wellbeing at work and the motivation of the employees
- must be monitored and updated when circumstances change



## Example: contents of the occupational safety and health policy

### **Occupational health and safety responsibilities and obligations**

- work duties
- occupational safety manager

### **Occupational health care**

- contents, tasks (statutory and otherwise)

### **Workplace safety instructions**

- instructions for specific situations      e.g. working alone, threat of violence
- early support (model), first aid

### **Description of the work environment and development needs**

- identification of work hazards and risks
- working conditions
- activities promoting working capacity



## Example: contents of the occupational safety and health policy

### **Issues to monitor working conditions (well-being)**

- sick leave, accidents at work
- incident reporting, hazardous situations
- work community atmosphere (personal survey)
- occupational stress monitoring
- work ability assessment (occupational health care provider)

### **Occupational health and safety work in the workplace**

- how occupational safety and workability issues are incorporated in work orientation and job guidance
- training and communication
- development activity
- changing of workspaces and work processes

### **Monitoring and maintenance of the policy**

- persons responsible



# Monitoring well-being at work

RAISIO Occupational safety

<http://annualreport2013.raisio.com/occupational-safety>

RAISIO Personal survey

<http://annualreport2013.raisio.com/140>

Raisio Group is an international expert in plant-based nutrition, production. Benecol, Elovena



# Meaningful work and joy of work

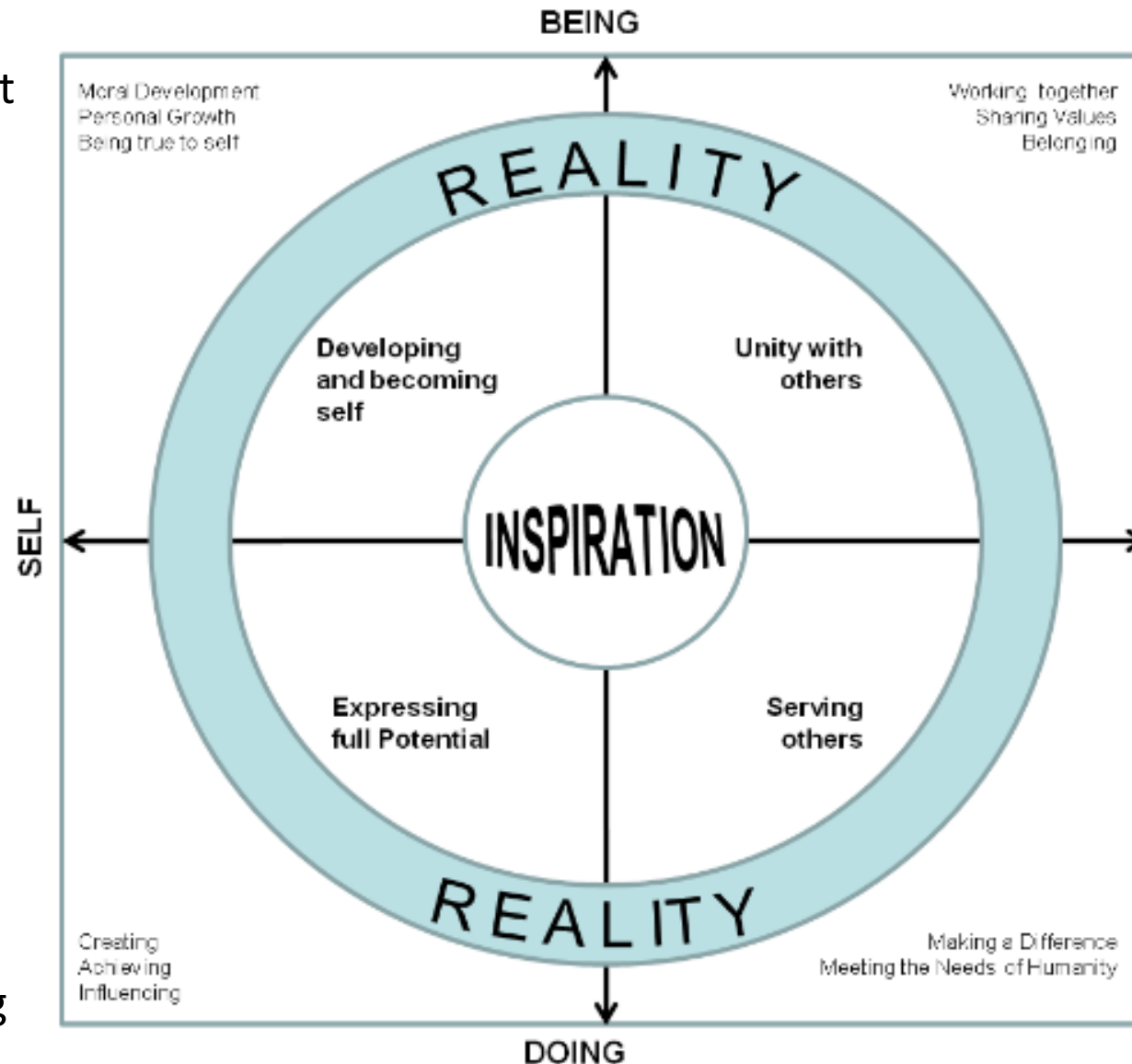
## Well-being at work:

- **How meaningful and rewarding** the person feels that their work is → **ability to feel joy of work!**
- **Positive features of work** = Work resources
  - Identifying work resources reduces the effects of harmful stress factors (positive psychology, Seligman)

# Meaningful work – inspiration

Moral development  
Personal Growth  
Being true to self

Working together  
Sharing values  
Belonging



Creating  
Achieving  
Influencing

Making a difference  
Meeting the needs of  
humanity

Lips-Wiersma & Morris 2009, p 503

# Positive features of work = Work resources

- people's individual characteristics, such as optimism, flexibility and good self-esteem
- work tasks: a feeling of accomplishment and development, relevance, results and succeeding in customer work
- organization of work: chance to influence one's work, clear roles and objectives, and flexible working hours
- work community: appreciation, interaction, clear management, support from supervisors and the work community, fairness, and feedback
- organization: job security, innovative ways of working, and attitudes and practices that support the coordination of work and free time

# **APPENDIX 7**

**Survey**

# **Work diversity in Luxury Hotels Survey**

**Kim Leisen**

Bachelor's Thesis

## **Work diversity in Luxury Hotels**

This survey intends to reveal, cultural difference and to create awareness of cultures in luxury hotels.

The purpose of this survey is to conduct an analyse, for my bachelor thesis.

Date: \*

Name: \*

Nationality: \*

Would you like this survey to be anonymous?

1. Have you worked in a luxury hotel? \*

2. Which position are, you currently/ were you working in? \*

3. What is culture for you? \*

4. Your definition of culture in one sentence.

# Lewis Model

The Lewis Model helps you to identify, what type of cultural behaviour you have and to understand others.

The human being can be divided into 3 clear categories, depending on their behaviour.

The following 9 questions are determining, which category you are placed in and if you would have placed yourself in the same category.

## 1. Choose the statement, which best describes your behaviour? \*

1. Talks half of the time
2. Talks most of the time
3. Listens most of the time

## 2. Choose the statement, which best describes your behaviour? \*

1. Does one thing at a time
2. Does several things at once
3. Reacts to partner's action

## 3. Choose the statement, which best describes your behaviour? \*

1. Plans ahead step by step
2. Plans grand outline only
3. Looks at general principles

## 4. Choose the statement, which best describes your behaviour? \*

1. Polite but direct
2. Emotional
3. Polite, indirect

## 5. Choose the statement, which best to your behavior? \*

1. Partly conceals feeling
2. Displays feelings
3. Conceals feeling

6. Choose the statement, which best describes your behaviour? \*

1. Confronts with logic
2. Confronts emotionally
3. Never confronts

7. Choose the statement, which best describes your behaviour? \*

1. Job-oriented
2. People oriented
3. Very people oriented

8. Choose the statement, which best describes your behaviour? \*

1. Sometimes impatient
2. Impatient
3. Patient

9. Choose the statement, which best describes your behaviour? \*

1. Limited body language
2. Unlimited body language
3. Subtle body language

10. How would you classify yourself, according to the Lewis Model? \*

- Linear Active: Value organization and power over their actions.
- Multi Actives: Are very emotional and take decision, with their gut feelings.
- Reactive: Are considered being quiet and empathic



# Sensitivity about cultural differences.

The following question will reveal me your cultural sensitivity.

How sensitive are you really and is your picture about yourself fitting to the analyse conducted?

1. When a friend does something you very much disapprove of, do yo

- Break off the friendship
- Tell him how you feel, but keep in touch
- Tell yourself it is none of your business, and behave toward him as you always did.

2. Is it hard for you to forgive someone who has seriously hurt you? \*

- Yes
- It is not hard to forgive him, but you don't forget.
- No

\*\*\*

3. Which virtue do you think is most important? \*

- Obedience
- Honesty
- Kindness

4. If you were traveling abroad and found that conditions were much less hygienic than you are used to, would you

- Think what a filthy country it is
- Adapt quite easily
- Laugh at your own discomfort

5. When you meet someone who disagrees with your views, do you \*

- Argue and lose your temper
- Avoid argument
- Enjoy a good argument and keep your cool

6. If you stay in a household that is run differently from yours in matters of tidiness and regularity of meals, do you

- Feel constantly irritated by the chaos or the rigid orderliness of the place
- Find it fairly easy for a while, but not for too long
- Fit in quite happily

7. Which statement do you most agree with \*

- People are responsible for their actions and have to take the consequences
- Even if it is tough on some people, actions have to be judged
- We should not judge other people's actions, because no one can ever fully understand the motives of another

8. Which statement would describe you the best regarding cultural differences?

- Adapting to different cultures
- Accepting different cultures
- Aware of different cultures
- Avoiding different cultures

# Confrontation of cultural differences and their awareness.

Nowadays, it is common to work in a multi-cultural environment. Especially in the hospitality industry working with different nationalities from around the globe are to be expected. This may lead to cultural difference and miscommunications. My bachelor thesis focus on creating awareness about cultural differences and to create an understanding in the team. A well working team should understand and support each other. With my work, I try to preve differences and to create an understanding for different cultures and to use it as an advantage.

1. Have you been confronted with cultural differences in your professional career?

Yes

No

1a. If yes, which were the differences you experienced?

Long answer text

---

2. Are/were you working in a multi-cultural environment? \*

Yes

No

3. Is/ was your company aware of cultural differences? \*

Yes

No

4. Have you received training in your company about different cultures? \*

Yes

No

4a. If yes, how have you received this training?

Long answer text

---

4b. If not, would you like to receive training about different cultures?

Yes

No

5. What is an advantage in working in a multi-cultural environment? \*

Long answer text

---

6. How do you or your company empower a positive work environment? \*

Long answer text

---

