



TOURISM REGULATORY AUTHORITY

DRAFT REVIEW OF EAST AFRICAN COMMUNITY (EAC) CLASSIFICATION STANDARDS CRITERIA

TOWN HOTELS

DRAFT AUGUST 2018

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Draft EAC Classification Standards Criteria Review for Town Hotels

Definition: Town Hotel

A commercial establishment, located within or near a holiday attraction area, normally in sub urban areas and in which the majority of clients are holiday makers or leisure travellers.

SECTION – ITEM	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
PART ONE PHYSICAL QUALITY STANDARDS;- LOCATION, SITE, ACHITECHTURAL FEATURES & PUBLIC AREAS					
1.0 LOCATION ACCESS					
1.1 Location & Accessibility	The location of the establishment shall be suitable for a Hotel.	Same as 1 star and easily accessible.	Same as 2 star but have distinct accessibility with proper signage.	Same as 3 star but with an appeal to high end clientele.	Same as 4 star but have bespoke accessibility and within a major town/city with a connection to a major road/highway and close proximity to several amenities.
1.2 Site Suitability	The establishment shall be in harmony with the natural and/or built up environment and in conformity with the building and development regulations applicable to the town.	Same as 1 star.	Similar to 2 star but the locality and the environment including the outlook shall be suitable for a hotel of internationally recognizable standards.	Same as 3 star.	Same as 3 star but the locality and the environment including the outlook shall be suitable for a hotel of high internationally recognizable standards.
1.3 Building Autonomy	The hotel can be a stand-alone or annexed to other buildings.	Same as 1 star.	The hotel shall be in a stand-alone structure.	Same as 3 star secured in its own compound with gardens and open grounds.	Same as 4 star.
1.4 Entrance & Exits	There shall be a clear entrance cum exit. Supplier's entrance to be separate.	Same as for 1 Star but with a distinct entrance and exit.	Same as 2 star but manned accordingly.	Same as for 3 Star but with a distinction of vehicular and pedestrian entrances and separate access for suppliers	Same as 4 star with a large, distinct entrance area to facilitate access and performance of security functions.

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				preferably at the rear of the compound.	
BUILDING ARCHITECTURAL FEATURES					
1.5 Design and Layout	In conformity with the Building Code and other existing building regulations, modest in style and beauty. Structurally sound. Shall be in harmony with the physical built up, natural, social and Cultural environment.	Same as for 1 Star but with additional features of beauty and style.	Same as for 2 Star but the architectural features and general construction of the building and its finish shall be of a higher standard especially in the interior design and décor.	Same as for 3 Star but the façade, architectural features, construction and finish of the building shall be well designed. The interior design and décor shall complement the exterior design as well. The building shall be of a high standard, durable, safe and well maintained.	Same as for 4 Star but shall have a design theme with elegant and distinctive features of a hotel of very high internationally recognizable standards and shall have added functionality, safety, security and conducive to relaxation.
1.6 Capacity	The hotel shall have at least 10 lettable rooms.	The hotel shall have more than 10 lettable rooms.	Same as 2 star but have provision for Standard Suites.	Same as 3 star but with provisions for a Superior Suite with modest sophistication and comfort.	Same as 4 star but with provision for more than one Superior Suite with high level sophistication and comfort.
1.7 Entrance Canopy	Presence of a canopy is optional.	There shall be a form of canopy at the entrance of the building. (either built-in or an extension of a slab or roof to serve as a canopy)	The canopy shall be part of the building structure and big enough to provide cover for at least one vehicle at a time.	Same as 3 star but accommodate at least 2 to 3 vehicles at the same time. It shall also be well designed and proportional to the building.	Same as 4 star but shall be very elaborate, proportional to the building and match the design theme of the building. It shall be of a high standard and prominent.
1.8 Provision for Persons with Disability	The building shall have ramps at the entrance. Specially designed rooms for Persons with	Same as 1 star but lifts shall be provided where applicable.	Same as 2 star but a special lift shall be provided.	Same as 3 star.	Same with 4 star but with a specially designed lift and rooms at every level

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	Disability on the ground floor.				designed for Persons with Disability.
1.9 Efficient flow of Services	The building is designed to enable efficient use of space.	Same as 1 star.	Same as 2 star but with more efficient connection of spaces.	Same as 3 star but with a dedicated connection of spaces with emphasis on aesthetics and functionality.	Same as 4 star but with a highly efficient connection between spaces with great emphasis on international best practice and high standards.
1.10 Lighting, Ventilation & Temperature Control	Shall be adequate natural and/or artificial illumination Adequate natural ventilation, and/or sufficient mechanical ventilation shall be provided.	Same as for 1 Star but with better quality fittings.	Same as for 2 Star but the fittings shall be tasteful to provide a pleasant ambiance.	Same as for 3 Star with quality fixtures and fittings and where applicable, quality air conditioning systems.	Same as for 4 Star with very high quality fixtures and fittings and where applicable, high quality air conditioning systems.
PUBLIC AREAS					
1.11 Lobby & Lounge	A lobby with seating area shall be provided and proportionate to the capacity of the establishment.	Same as 1 Star, but with better design and more adequate seating area.	Same as 2 Star but distinct lobby and lounge with quality furniture and fittings.	Same as 3 Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for 4 Star but with very high degree of luxury, ambiance and beauty.
1.12 Circulation Areas (Lifts, Corridors & Staircases)	Shall allow easy passage and be well lit and finished with a non-slip material.	Same as for 1 Star. Side railings shall be provided and there shall be a gentle slope for stair cases. Shall be finished to a better quality.	Same as 2 Star but finished to a higher standard incorporating aesthetic features.	Same as 3 Star but with high quality finishes, decoration and excellent maintenance.	Same as 4 Star but spacious and elegantly made with very high quality finishes.
1.13 Beverage Service Area (BSA)	Provision shall be available.	Shall be conveniently located near the dining room and /or lounge, or may be part of the restaurant.	Same as 2 Star but more spacious with better ambiance. Facilities to prepare	Same as 3 Star but more than 1 BSA that are themed, elegant, spacious and promote interaction. They shall	Same as 4 Star but with a higher degree of creativity, ambiance and comfort that enhances

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			non-stocked refreshments shall be provided.	also provide facilities of Internationally recognizable standards.	exclusivity and privacy.
1.14 Restaurants	A restaurant shall be available.	At least One restaurant, well furnished, ventilated, lit and maintained. Total seating capacity shall be at least 30% of the bed capacity.	Same as 2 Star, but the seating capacity shall be at least 40% of the bed capacity.	Same as 3 Star but with at least two restaurants plus a coffee shop. Total seating capacity shall be at least 80% of the bed capacity.	Same as 4 Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carte Menu shall be available.
1.15 Provision for Parking	Provision of minimal parking in close proximity of the hotel.	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, shall be provided.	Same as 2 Star. Special parking and access for the disabled/hand-capped shall be provided.	Same as 4 Star but in addition the surface of the parking space shall be well paved, marked and secured. Sufficient and marked walkways shall be designated.	Same as 4 Star. Provision for valet parking shall be provided.
HOTEL DESIGN PARAMETERS					
1.16 Lobby, Lounge and Public Areas	Shall be as per building code and minimum size not less than 0.5 SQM per guest bed.	Same as for 1 Star.	Same as for 1 Star but minimum size of not less than 1 SQM per guest bed.	Same as for 3 star but minimum size of not less than 1.5 SQM per guest bed.	Same as 4 Star but minimum size of not less than 2 SQM per guest bed.
1.17 Public Washrooms	Good impervious nonslip material shall be used for floors and walls.	Same as for 1 Star	Same as for 1 Star but in addition fresh flowers or indoor plants shall be provided.	Same as for 3 Star but in addition a well equipped powder room shall be provided.	Same as for 4 Star

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	<p>The materials used to cover the wall shall be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms shall be conveniently located to public areas, properly ventilated and well lit; • Gender privacy shall be assured and clearly indicated <p>All doors shall be fitted with appropriate locks;</p> <ul style="list-style-type: none"> • All toilets shall be clean and functional; • The following shall be provided and maintained: - <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks 				
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	<ul style="list-style-type: none"> • Facilities for the Disabled/handicapped; • Individual urinals with running water and drainage shall be available. • Toilets shall follow the township buildings code • The entrance to the cloakrooms from adjacent rooms shall have air locks. 				
1.18 Guest Rooms	Minimum size of bedrooms shall be 12 SQM	Minimum size to be 12 SQM	Minimum size to be 15 SQM	Minimum size to be 20 SQM	Minimum size to be 25 SQM
1.19 Guest Bathrooms	Bathroom/WC of not less than 3.5 SQM	Same as for 1 Star.	Same as for 1 Star, but shall be of not less than 5 SQM	Same as for 3 Star but of not less than 6 SQM	Same as for 4 Star but shall be more Spacious.
1.20 Kitchen	Area including food stores and pantry shall be in proportion to the capacity of the establishment, but shall not be less than 0.5 SQM per guest bed.	Same as for 1 Star.	Same as for 1 Star.	Same as for 1 Star but area per guest bed shall be 0.75 SQM for hotels with more than 100 beds.	Same as for 4 Star.
1.21 Function Rooms	Shall be at least 30 SQM.	At least 50 SQM.	At least 75 SQM.	More than 75 SQM.	Same as 4 star.
1.22 Suites	Not essential	Not essential	Where Suites are provided, the minimum size shall be 24 SQM	Same as for 3 Star	Same as for 3 Star, but with more spacious rooms of palatial

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					proportions with all prerequisite internationally recognizable standards.
1.23 Swimming Pool	<p>Where applicable, a swimming pool of adequate size shall be provided and well maintained to ensure safety of swimmers. The pool shall have as minimum: -</p> <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women shall be provided. • A separate pool/area for children • Clear markings to indicate depth at <ul style="list-style-type: none"> ▪ Suitably trained and equipped attendants/Life Guards. 	Same as for 1 Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, shall be of good taste.	Same as for 2 Star but shall not be of less than seventy-five (75) square metres	Same as for 3 Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature shall be regulated	Same as for 4 Star.
1.24 Staff Changing Rooms	Shall be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Shall be clean and well maintained at all times.	Same as for 1 Star.	Same as for 1 Star.	Same as for 1 Star.	Same as for 1 Star.

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	<ul style="list-style-type: none"> • Shall be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy shall be observed; • Facilities for the Disabled/handicapped shall be provided; • Amenities shall be in keeping with standards of the establishment. 				
PART TWO: -					
2.0 SUSTAINABILITY QUALITY STANDARDS					
2.1 Environmental Architectural Features	<ul style="list-style-type: none"> • Use of locally available construction materials • Address the riparian rule. 	Same as for 1 Star but with some claim to beauty and style.	Same as for 2 Star but the architectural features and general construction of the building and its finish shall be of better standards. <ul style="list-style-type: none"> • Use of sustainably sourced material 	Same as for 3 Star but the façade, architectural features, construction and finish of the building in relation to the environment shall be of high standard, durable, safe and well Maintained.	Same as for 4 Star but shall have elegant and distinctive features of a hotel of very high internationally recognizable standards and shall have added functionality, safety, security and conducive to relaxation.
2.2 Landscaping	Shall maintain minimal landscaping levels of at least potted plants/flowers on the compound	Same as 1 Star.	Same as 2 Star but where land is available, landscaping shall be done and be well maintained	Same as 3 Star. Grounds for landscaping shall be availed, landscaping shall be elaborate, high quality and well maintained with aesthetic appeal	Same as 4 Star. Spacious grounds shall be availed for landscaping which shall be elaborate, high quality and well maintained with aesthetic appeal
2.3 Acoustics/Sound Management	Minimal sound management features shall be in place	Same as 1 Star but of better quality.	Adequate sound management features shall be installed	Elaborate sound management features shall be installed. It	Same as 4 Star. Proper sound management

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				shall feature in the design of walls, floors and windows.	measures shall be taken into consideration during hotel design and operations
2.4 Environmental Policy & Plans	Shall have best environmental practices in place with an Environmental Policy at the bare minimum	Same as 1 Star but with implementation involving staff.	Same as 2 Star with clear activity plans as evidence of implementation of the environmental policy	Shall have an Environmental Management System in place to facilitate implementation of the environmental best practices	Same as 4 Star but with evidence of implementation and clear monitoring and evaluation systems.
2.5 Solid Waste Management	Have clear measures for solid waste collection and disposal by licensed waste transporters in accordance to waste management regulations	Same as 1 Star, but shall embrace waste separation measures	Same as 2 Star, but shall have elaborate waste collection system using licensed waste transportation vehicles	Same as 3 Star, but shall have a 3R's system in place to facilitate the facility to reduce, re-use and recycle waste. -Waste segregation and recycling measures shall be embraced	Same as 4 Star, but shall have an integrated solid waste management system -An elaborate waste segregation and recycling measures shall be embraced
2.6 Waste Water Management	Liquid waste to be well collected and contained in septic tanks or connected to sewerage system to avoid illegal discharge in accordance to the Water Quality Regulations	Same as 1 Star, but need to embrace minimal waste water treatment measures. -Embrace regular and timely exhausting of septic tanks	Same as 2 Star, but shall have an effective waste water treatment system on site for facilities not connected to sewer system -Undertake regular and timely exhausting of septic tanks to avoid illegal discharge	Same as 3 Star, but shall have measures for re-use of treated waste water -Evidence of Investment in waste water treatment system	Same as 4 Star, but shall have waste water management system that promotes innovative measures to reduce, recycle and re-use waste water. -Evidence of Investment in waste water treatment system
2.7 Water conservation & Management	Have a reliable and known source of water. Sustainably use the water supplied.	Same as 1 Star but in addition have estimated quantities used in different sections of the hotel.	Same as 2 Star but in addition have estimated quantities used in different sections of the hotel. Identify water saving measures for the	Same as 3 Star but demonstrate evidence of water conservation measures at point of use. Direct involvement in water conservation efforts in	Same as 4 Star but establish alternative sources and undertake research and innovations in water conservation approaches. Avoid air

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			different sections of the hotel.	catchment and riparian areas with evidence of such efforts.	pollution, degradation. With demonstrated measures to avoid.
2.8 Energy Conservation	Have minimum energy conservation measures in place.	Same as 1 Star but in addition provide for energy conservation installations and fittings.	Same as 2 Star but in addition installations and fittings shall be tasteful and appealing to provide a pleasant ambience.	Same as 3 Star but in addition the Installations and fittings shall be of high quality standards. Evidence of energy saving practices implemented.	Same as 4 Star but in addition use of alternative energy saving materials such as briquettes, biogas. Embrace energy saving practices such as bulk laundry, switching off lights when not in use. Evidence of green energy innovations.
2.9 Supplies Policy	Shall have supplies chain management system. Designated suppliers to ensure traceability.	Same as 1 Star but ensure majority of supplies are sourced locally. Encourage bulk purchases to minimize waste generation.	Same as 2 Star but have a qualified suppliers list over a specified period. Show evidence of quotations prepared for supplies and the awarding system	Same as 3 Star but have quality assurance measures for the supplies including testing. It shall embrace procurement best practice.	Same as 4 Star but in addition show evidence of specifics link of supplies to the hotel's regular menu. Evidence of host community involvement on preferred produce.
2.10 Corporate Social Responsibility	Minimum CSR programs and activities such as family days at reduced rates.	Same as 1 Star with a defined CSR program targeting clientele and host community.	Same as 2 Star but with a clear inventory of potential CSR activities / programs. These activities shall demonstrate commitment to the welfare of staff, community and the environment.	Same as 3 Star but guided by the principles of ISO 26000 on Social Responsibility.	Same as 4 Star but having attained or in the process of attaining ISO 26000 Certification.
PART THREE:- 3.0 HOSPITALITY /GUEST SERVICES					
Reception Operation, Portage and Concierge					
3.1 Reception Service Area	A clearly designated reception area shall be provided, offering	A clearly designated reception area shall be provided, providing	A clearly designated reception area shall be provided, providing	A clearly designated reception area shall be provided, providing	A clearly designated reception area shall be provided, providing

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	communication regarding what the establishment has to offer (visually, through print). Services shall be available from 6.00 a.m. to 6.00 p.m. and after hours key services shall be provided	communication regarding what the establishment has to offer. Services shall be available from 6.00 a.m. to 6.00 p.m. and after hours key services shall be provided	communication regarding what the establishment has to offer. Reception services shall be staffed for 18 hours a day (6.00 a.m. to 12.00 midnight) and the hours of operations displayed	communication regarding what the establishment has to offer. Reception services shall be staffed for 18 hours a day (6.00 a.m. to 12.00 midnight) and the hours of operations displayed.	communication regarding what the establishment has to offer and shall be manned for 24 hours a day.
3.2 Reservation & Billing	Shall be manual system	Same as 1 Star.	Shall be semi-automated	Shall be fully automated	Shall be fully automated, with LAN
Guest arrival & Departure services					
3.3 Concierge and Luggage Handling services	Emergency information available in rooms. Secure short term luggage storage available	Same as 1 Star.	Emergency information available in rooms. ▶ Luggage storage available. ▶ Assistance with luggage available on request.	Emergency information available in rooms. ▶ Porterage services and assistance with luggage available on request	Emergency information available in rooms. ▶ 18 hours porterage services and assistance with luggage available.
3.4 Foreign Exchange Services	Not mandatory	Not mandatory	Shall have a minimum of 3 international currency exchange	Shall have a minimum of 3 international currencies exchange services for 18 hours.	Shall have a minimum of 3 international currencies exchange services for 24 hours.
3.5 Telephone and internet Services	Central telephone facility available where appropriate and bedroom telephone provided.	Central telephone facility available where appropriate and bedroom telephone provided.	Telephone in each unit with direct dial facilities or operator assisted available. Limited operator hours.	Telephone in each unit with direct dial facilities or 24-hour operator assisted available. A dedicated fixed internet option or wireless internet access in each room shall be available.	Telephone in each unit with direct dial facilities or 24-hour operator assisted. A dedicated fixed internet option or wireless internet access in each room shall be available.

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Standards Bedrooms					
3.6 Room Service	Optional	Optional	12 hours room service available. Room service menu available on request.	18 hours room service available. A room service menu shall be available for all meals.	24 hours room service available. Room service menu shall be available for all meals.
3.7 Housekeeping services	Housekeeping services available for limited hours	Same as 1 Star.	Same as 2 Star.	Housekeeping services available for 16-hours daily.	Housekeeping services available for 24-hours daily.
3.8 Spaciousness & access (bedroom size to be tackled by group one)	All bedrooms shall have sufficient space to allow guests to have freedom of movement	Same as 1 Star.	All bedrooms with good free space to allow appropriate level of room service.	All bedrooms with a higher degree of spaciousness allowing ample ease of use for guests and considerably exceeding the minimum requirements	Bedrooms very spacious allowing generous ease of use for movement, comfort dining and relaxation.
3.9 Guest bed size: bed sizes	1. 188 cm X 92 cm for single bed (minimum) 2. 188 cm X 137 cm (minimum)	1. 188 cm X 92 cm for single bed (minimum) 2. 188 cm X 137 cm (minimum)	1. 188 cm X 92 cm for single bed (minimum) 2. 188 cm X 137 cm (minimum)	1. 200 cm X 90 cm for single (minimum) 2. 200 cm X 152 cm for queen (minimum) 3. 200 cm X 180 cm for King (minimum)	1. 200 cm X 90 cm for single (minimum) 2. 200 cm X 152 cm for queen (minimum) 3. 200 cm X 180 cm for King (minimum)
3.10 Bedding Requirements & Quality	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606	Shall have mattress protector All linen shall meet the requirements when tested in accordance with KS EAS 228 and KS 606
3.11 Floorings, Walling & Ceilings					
3.12 Bedroom Décor	Décor shall be in sound condition, i.e. paintwork and décor Consistent colour scheme to be maintained	Same as 1 Star.	Décor shall be in sound condition, i.e. paintwork and décor Decorative enhancement used where appropriate Consistent colour scheme in harmony	Superior quality, professionally applied wall coverings with decorative enhancement where appropriate. Décor and paintwork in very good condition	Outstanding quality of wall covering. Attention to detail and co-ordination of patterns, colours and texture. All work shall be well executed

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			with hotel theme to be maintained	Consistent colour scheme in harmony with hotel theme to be maintained	Consistent colour scheme in harmony with hotel theme to be maintained
3.13 Window coverings	Shall provide Opaque curtains, blinds or shutters.	Same as 1 Star.	Shall provide good quality coverings and curtains where used substantial, fully lined with ample drape and width	Window coverings of superior quality and condition	Excellent quality window dressings, window coverings providing full blackout.
3.14 Mirrors	Full length mirror with direct lighting in the bedroom. Shall have a reasonable sized mirror with adequate lighting for both sitting and standing guests	Same as 1 Star.	Full length mirror with direct lighting in the bedroom. Full length mirror with direct lighting in the bedroom with close proximity to a plug point	Full length mirror with direct lighting in the bedroom. Full length mirror with direct lighting as well as a well-lit mirror at dressing table area in close proximity to a plug point.	Full length mirror with direct lighting in the bedroom. Full length mirror with direct lighting as well as a well-lit mirror at dressing table area in close proximity to a plug point.
3.15 Guest room lighting	Light switch to be located by the entrance door. Acceptable good quality lighting for the rooms. International multi-power point/plug adaptor is available on request and one bedside light per sleeping position	Same as 1 Star.	Light switch to be located by the entrance door. Very good quality lighting for the rooms. International multi-power point/plug adaptor is available on request and one bedside light per sleeping position	Light switch to be located by the entrance door. One bedside light per sleeping position with switches conveniently place within reach of the guests sleeping position. Provision of direct lighting at dressing table of desk. Excellent quality lighting for room and an international multi-power point or plug adaptor in each room.	Light switch to be located by the entrance door. One bedside light per sleeping position with switches conveniently place within reach of the guests sleeping position. Provision of direct lighting at dressing table of desk. Excellent quality lighting for room and an international multi-power point or plug adaptor in each room.
3.16 Guest room Temperature Control	All bedrooms must have adequate ventilations in room.	All bedrooms must have adequate ventilations in room.	All bedrooms must have adequate ventilations in room.	All bedrooms must have adequate ventilations in room.	All bedrooms must have adequate ventilations in room.

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	Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.
3.17 Furniture & Fittings	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. This shall be of acceptable quality and conditions meeting requirements. At least one chair to be provided in the room.	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Good quality and condition in the standard meeting requirements. At least one chair to be provided in the room.	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Very good and condition in the standard meeting requirements. At least one chair to be provided in the room.	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Excellent quality and condition in the standard of furniture. Seating which is appropriate and fit for purpose to sit the number of people per room. A desk equipped with sitting for purpose, phone, desk light and a multi-power plug or point.	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Outstanding quality and condition in the standard of furniture. Seating which is appropriate and fit for purpose to sit the number of people per room. A desk equipped with sitting for purpose, phone, desk light and a multi-power plug or point.
3.18 Wardrobe & Luggage Storage	There shall be provision of adequate in-built/or standalone furniture facility to accommodate full length clothing. A minimum of 2 drawers or shelves appropriate and fit for purpose per room.	There shall be provision of adequate in-built/or standalone furniture facility to accommodate full length clothing. A minimum of 2 drawers or shelves appropriate and fit for purpose per This shall	Fit for purpose luggage stand to be provided per room. Provision of adequate hanging space to accommodate full length clothing that shall also accommodate	Fit for purpose luggage stand to be provided per room. Provision of adequate hanging space to accommodate full length clothing that shall also accommodate	Fit for purpose luggage stand to be provided per room. Provision of adequate hanging space to accommodate full length clothing that shall also accommodate addition pillows and blankets.

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	This shall also accommodate additional pillows and blankets	also accommodate additional pillows and blankets room.	addition pillows and blankets. Minimum of one drawer or shelf per guest.	addition pillows and blankets. Excellent level of drawer or shelf space per guest (minimum 2 drawers of enclosed shelves per guest)	Excellent level of drawer or shelf space per guest (minimum 2 drawers of enclosed shelves per guest)
3.19 Guest in-room entertainment	Digital TV available in room with free-to-air channels.	Digital TV available in room with free-to-air channels.	Digital TV available in room. Guest able to watch TV in comfort from both chair and bed. Multi-channels- minimum 9	Digital TV with generously sized screen (24") available in room. Extensive range of TV channels available. A range of radio channels available. (Minimum 12)	Adoption of the latest technologies innovation in entertainment technologies expected (E.g. 3-D technologies, interactive TV, etc). (More than 12 channels) A range of radio channels available.
3.20 Guest information services	Hotel services and facilities advertized in all room in an information folder. Emergency evacuation procedures available in all rooms.	Hotel services and facilities advertized in all room in an information folder. Emergency evacuation procedures available in all rooms.	Emergency evacuation procedures available in all rooms. Comprehensive guest directory shall be available.	Emergency evacuation procedures available in all rooms. Comprehensive guest directory shall be available.	Emergency evacuation procedures available in all rooms. Comprehensive guest directory shall be available consideration given to multi-lingual and visually enhanced material.
3.21 Guest room supplies	Beverage making facilities optional. Iron and ironing board available on request	Beverage making facilities optional. Iron and ironing board available on request	Beverage making facilities available in rooms along with requisite crockery and cutlery. Iron and ironing board available on request	Beverage making facilities available in rooms along with requisite crockery and cutlery. Laundry, pressing and dry-cleaning services available.	Beverage making facilities available in rooms along with requisite crockery and cutlery. Laundry, pressing and dry-cleaning services available.

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				Mini-fridge available on request. Shoe-cleaning services available.	Fully stocked mini-bar available. Shoe-cleaning services available.
Standard En suite Bathrooms					
3.22 Lighting and Ventilation	Adequate lighting and ventilation available	Good lighting and ventilation available	Very good lighting and ventilation available.	Excellent lighting and ventilation available. A heated towel rail or equivalent.	Outstanding lighting and ventilation. Excellent light intensity overall especially at the mirror
3.23 Water Supply	Sufficient hot water provided at all reasonable times – usually between 6 am until 10pm. Bath and shower providing a strong and easily adjustable flow of water	Sufficient hot water provided at all reasonable times – usually between 6 am until 10pm. Bath and shower providing a strong and easily adjustable flow of water	Sufficient hot water provided at all reasonable times – usually between 6 am until 10pm. Bath and shower providing a strong and easily adjustable flow of water	Sufficient hot water available 24 hours that has at each fitting a mixer valve	Sufficient hot water available 24 hours that has at each fitting a mixer valve
3.24 Equipment in Bathrooms	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash-hand basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet

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	paper and a lidded sanitary disposal bin and bags.	holder and spare toilet paper and a lidded sanitary disposal bin and bags.	paper and a lidded sanitary disposal bin and bags.	holder and spare toilet paper and a lidded sanitary disposal bin and bags.	paper and a lidded sanitary disposal bin and bags.
Suites					
3.25 Minimum size of suite	Not applicable	Not applicable	Shall be 24 sq. metres	Shall be 24 sq. metres or more	Shall be 24 sq. metres or more
3.26 Suite Layout & separate rooms	Not applicable	Not applicable	Comprises of 2 rooms designated as bedroom and living room	2 or more rooms comprising of bedroom, living and dining room	4 or more room. All bedrooms shall be ensuite.
3.27 Furniture, Soft Furnishings & Fittings	As is in standard bedrooms above	As is in standard bedrooms above	As is in standard bedrooms above	As is in standard bedrooms above	As is in standard bedrooms above
3.28 Beddings & Quality	As is in standard bedrooms above	As is in standard bedrooms above	As is in standard bedrooms above	As is in standard bedrooms above	As is in standard bedrooms above
3.29 Communication and business service in Rooms	Not applicable	Not applicable	Internal telephone system provided, Wifi and/or internet connection	Internal and direct dial telephone service provided, wifi and/or internet connection available, notepad with pen/pencil provided.	Internal and direct dial telephone service provided, wifi and/or internet connection available, notepad with pen/pencil provided. Excellent in-room communication system available.
Hygiene and sanitation services					
3.30 Food Hygiene Policy & Procedure	Shall have a HCCP Plan	Shall have a HCCP Plan	Shall have a HCCP Plan and be ISO 22002 Part 2 certified	Shall have a HCCP Plan and be ISO 22002 Part 2 certified	Shall have a HCCP Plan and be ISO 22002 Part 2 certified
Breakfast					
3.31 Hours of Breakfast	Served at an appropriate time for market of hotel	Served at an appropriate time for market of hotel	Breakfast served for at least 1.5 hours	Breakfast served for at least 2 hours	Breakfast served for at least 3 hours
3.32 Breakfast Menu and dishes	Continental	Continental with a choice of 2 hot items	A good range of hot and cold items together with a choice of good quality accompaniment (e.g. ground and decaffeinated coffee,	A good range of hot and cold items together with a choice of good quality accompaniment (e.g. ground and decaffeinated coffee,	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.

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			teas, butters and spreads), guests offered a choice of how their eggs are cooked to include fried, poached and scrambled.	teas, butters and spreads), guests offered a choice of how their eggs are cooked to include fried, poached and scrambled.	Provision made for dietary requirements e.g. Kosher, Halal, diabetic, vegetarian.
3.33 Food Quality	<ul style="list-style-type: none"> All hot food well presented and served at the correct temperature. Care taken to ensure that juices are chilled, toast is crisp and coffee is freshly made. 	<ul style="list-style-type: none"> All hot food well presented and served at the correct temperature. Care taken to ensure that juices are chilled, toast is crisp and coffee is freshly made. 	<ul style="list-style-type: none"> Good quality ingredients cooked and presented to a good standard. Consideration given to providing healthy eating options. 	<ul style="list-style-type: none"> All food cooked correctly and prepared with a very good level of skills, care, presentation and served at the correct temperature 	<ul style="list-style-type: none"> High quality ingredients cooked and presented to an excellent standard.
3.34 Style of Service	Self-service	Self-service	Self-service/buffet style	Self-service/buffet style	Self-service/buffet style
Other Meals					
3.35 Full Service Lunch	Not required	Not required	Not required	A superior brasserie/bistro/bar is acceptable for lunches providing that guests are able to eat in comfort, order and be served at the table. A choice of hot and cold dishes shall be available.	Lunch served in a formal restaurant, extensive choices available.
3.36 Light Refreshments, Snacks & Teas	Hot and cold drinks available to residents and their guests in the public area during the day and evening.	Hot and cold drinks available to residents and their guests in the public area during the day and evening.	Light refreshments and sandwiches available to residents and their guests throughout the day and evening. This service is to be clearly advertised.	Light refreshments and hot and cold snacks shall be available to residents and their guests throughout the day and evening. Guests able to order and be served at their table.	Light refreshments and hot and cold snacks shall be available to residents in the public area 24 hours. Full afternoon tea shall be provided.

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3.37 Full Service Dinner	Optional	Optional	Optional	Three courses available for dinner with a substantial choice of hot and cold dishes. Provision made for a variety of dietary requirements	A broad range of dishes of outstanding quality and presentation meeting high international standards. Provision made for a variety of dietary requirements.
3.38 Room Service	Optional	Optional	12 hours room service available. Room service menu available on request.	18 hours room service available. A room service menu shall be available for all meals.	24 hours room service available. Room service menu shall be available for all meals.
3.39 Style of Service	Pre-plated service/American service	Pre-plated service/American service	Full table service.	Full table service. Carvery style is acceptable	1. Silver service/Platter to plate/English service 2. Pre-plated service/American service 3. Family service/French service 4. Buffet service 5. Gueridon service 6. Russian service
3.40 Food Quality	All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, served at the correct temperature. Evidence of some fresh produce.	All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, served at the correct temperature. Evidence of some fresh produce.	All meals, including any room service, prepared with a good level of skill, care and presentation and served at the correct temperature. Particular attention given to food quality.	All meals, including any room service, prepared with a very good level of skill, care and presentation and served at the correct temperature. Provision made for a variety of dietary requirements.	All meals, including any room service, prepared with an excellent level of skill, care and presentation and served at the correct temperature. Cuisine quality meeting a high international standard
3.41 Range of Dishes	Two courses available. The main course shall be a substantial hot dish.	Two courses available. The main course shall be a substantial hot dish	Three courses available. A choice of substantial hot and cold dishes	Three courses available. A choice of substantial hot and cold dishes	An extensive choice of food. A broad range of dishes of outstanding quality
Beverage & Beverage Service					

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<p>3.42 Wine & Wine Service (Optional)</p>	<ul style="list-style-type: none"> • Red and white wine shall be provided. • Wine prices and measures clearly displayed. • Staff shall demonstrate basic knowledge about the wines available. 	<ul style="list-style-type: none"> • Red and white wine shall be provided. • Wine prices and measures clearly displayed. • Staff shall demonstrate basic knowledge about the wines available. 	<ul style="list-style-type: none"> • A choice of good quality wines offered. • Clean and well presented wine list clearly and accurately listing the choice of wines and measures shall be available. • Staff shall demonstrate good knowledge of wines available. 	<ul style="list-style-type: none"> • Superior range and quality of wines shall be available. • An informative and detailed wine list shall be available. • Staff shall demonstrate good knowledge of wines available. 	<ul style="list-style-type: none"> ▶ Excellent range of quality wines available. ▶ An informative and detailed wine list shall be available. ▶ Staff demonstrating excellent wine knowledge and wine service skills. ▶ Likely to involve a sommelier.
<p>3.43 Alcoholic Drinks Services</p>	<ul style="list-style-type: none"> • Where applicable Shall possess current liquor license. • Alcoholic drinks served at mealtimes to residents. • A range of drinks available in the bar. • Price list shall be displayed wherever drinks are served. 	<ul style="list-style-type: none"> • Where applicable Shall possess current liquor license. • Alcoholic drinks served at mealtimes to residents. • A range of drinks available in the bar. • Price list shall be displayed wherever drinks are served. 	<ul style="list-style-type: none"> • Where applicable Shall possess current liquor license. • Alcoholic drinks served throughout the day to residents and their guests. • A wide range of drinks shall be provided in the bar. 	<ul style="list-style-type: none"> • Where applicable Shall possess current liquor license. • Alcoholic drinks served for 24 hours to residents. • A wide range of drinks shall be provided in the bar. 	<ul style="list-style-type: none"> ▶ Where applicable Shall possess current liquor license. ▶ Alcoholic drinks served for 24 hours to residents. ▶ A comprehensive range of drinks including wines and cocktails shall be available.
<p>3.44 Range of Dishes</p>	<p>Two courses available. The main course shall be a substantial hot dish.</p>	<p>Two courses available. The main course shall be a substantial hot dish</p>	<p>Three courses available. A choice of substantial hot and cold dishes</p>	<p>Three courses available. A choice of substantial hot and cold dishes</p>	<p>An extensive choice of food. A broad range of dishes of outstanding quality</p>

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3.45 Menu & Presentation	Acceptable, clean and well presented written menus with accurate descriptions.	Acceptable, clean and well presented written menus with accurate descriptions.	Quality written menus with prices clearly displayed.	Quality written menus with prices clearly displayed.	Immaculately presented menus.
Conference & Banqueting Services					
3.46 Conference Rooms Design & Furnishing	Room to accommodate 10 pax	Room to accommodate upto 50 pax	Room to accommodate upto 100 pax	Room to accommodate upto 200 pax	Room to accommodate more than 200 pax
3.47 Professional Services	Not Applicable	Not Applicable	Outsourced Services	In-house caterers and translation services on request	In-house caterers and translation services available
3.48 Banqueting Department and staff	Not Applicable	Not Applicable	At least 5 F&B staff members under a supervisor	Fully fledged department with F&B Manager	Fully fledged department with F&B Manager and a dedicated kitchen
3.49 Syndicate Rooms	Not applicable	Optional	At least 2 syndicate room	AT least 3 Syndicate rooms	More than 3 syndicate rooms
3.50 Equipment & Technology Usage	Not applicable	Internet access, Data projection and Screen. Daylight in the conference room. At least 8 power sockets and extension cables	Same as 2 but with Sufficient power sockets adapted to the number of seats and provision for extension cables. Daylight in the conference room and possibility to darken the room. LCD	Same as 3 but with appropriate lighting and a possibility to darken the room. Individual adjustable air conditioning of the conference rooms	Same as 4 but the projection screen be appropriate to the ceiling height and Room size. Video conferencing facilities available
3.51 Business Centre	Not applicable	Office with secretarial services on request	Same as 2 with photocopy and printing facilities. Wired and wireless internet access	Same as 3 with photocopy, scanning and printing facilities. Secretarial services available. Business centre open 12 hours	Same as 4 but to include courier services. Business centre open 18 hours
Guest Auxiliary Services					

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3.52 Laundry & Dry Cleaning Services	Not applicable	Not applicable	Laundry services may be provided or advertised	Laundry and possibly dry cleaning services provided	Pressing service and 24 hour return dry cleaning and laundry services
3.53 Baby Care Centre Services	Not applicable	Not applicable	Available on request	Available on request	Available on request
3.54 Shoe Shine Services	Not applicable	Not applicable	Available on request	Available on request	Available.
3.55 Bedroom Décor	Décor shall be in sound condition, i.e. paintwork and décor (Address Colour clashing / cordinationand harmony with theme.)	Décor shall be in sound condition, i.e. paintwork and decor	Décor shall be in sound condition, i.e. paintwork and décor Decorative enhancement used where appropriate	Superior quality, professionally applied wall coverings with decorative enhancement where appropriate. Décor and paintwork in very good condition	Outstanding quality of wall covering. Attention to detail and co-ordination of patterns, colours and texture. All work shall be well executed
3.56 Window coverings	Shall provide Opaque curtains, blinds or shutters.	Shall provide Opaque curtains, blinds or shutters.	Shall provide good quality coverings and curtains where used substantial, fully lined with ample drape and width	Window coverings of superior quality and condition	Excellent quality window dressings, window coverings providing full blackout.
3.57 Mirrors	Full length mirror with direct lighting in the bedroom. Shall have a reasonable sized mirror with adequate lighting for both sitting and standing guests	Full length mirror with direct lighting in the bedroom. Shall have a reasonable sized mirror with adequate lighting for both sitting and standing guests	Full length mirror with direct lighting in the bedroom. Full length mirror with direct lighting in the bedroom with close proximity to a plug point	Full length mirror with direct lighting in the bedroom. Full length mirror with direct lighting as well as a well-lit mirror at dressing table area in close proximity to a plug point.	Full length mirror with direct lighting in the bedroom. Full length mirror with direct lighting as well as a well-lit mirror at dressing table area in close proximity to a plug point.
3.58 Guest room lighting	Light switch to be located by the entrance door. Acceptable good quality lighting for the rooms. International multi-power point/plug adaptor is available on	Light switch to be located by the entrance door. Acceptable good quality lighting for the rooms. International multi-power point/plug adaptor is available	Light switch to be located by the entrance door. Very good quality lighting for the rooms. International multi-power point/plug adaptor is available on request and one	Light switch to be located by the entrance door. One bedside light per sleeping position with switches conveniently place within reach of the guests sleeping position.	Light switch to be located by the entrance door. One bedside light per sleeping position with switches conveniently place within reach of the guests sleeping position.

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	request and one bedside light per sleeping position	on request and one bedside light per sleeping position	bedside light per sleeping position	Provision of direct lighting at dressing table of desk. Excellent quality lighting for room and an international multi-power point or plug adaptor in each room.	Provision of direct lighting at dressing table of desk. Excellent quality lighting for room and an international multi-power point or plug adaptor in each room.
3.59 Guest room Temperature Control	All bedrooms must have adequate ventilations in room. Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	All bedrooms must have adequate ventilations in room. Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	All bedrooms must have adequate ventilations in room. Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	All bedrooms must have adequate ventilations in room. Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.	All bedrooms must have adequate ventilations in room. Heating and cooling system that can individually be controlled by the guests to their comfort levels based on geographical location of the establishment and for all seasons.
3.60 Furniture & Fittings	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. This shall be of acceptable quality and conditions meeting requirements of KS XX. At least one chair to be provided in the room	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Good quality and condition in the standard meeting requirements of KS XX. At least one chair to be provided in the room	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Very good and condition in the standard meeting requirements of KS XX. At least one chair to be provided in the room	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Excellent quality and condition in the standard of furniture. Seating which is appropriate and fit for purpose to sit the number of people per room. A desk equipped with sitting for purpose, phone, desk light and a multi-power plug or point.	For all stars, a bedside table shall be provided and located beside all permanent sleeping positions. Outstanding quality and condition in the standard of furniture. Seating which is appropriate and fit for purpose to sit the number of people per room. A desk equipped with sitting for purpose, phone, desk light and a multi-power plug or point.

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<p>3.61 Wardrobe & Luggage Storage</p>	<p>There shall be provision of adequate in-built/or stand alone furniture facility to accommodate full length clothing. A minimum of 2 drawers or shelves appropriate and fit for purpose per room. This shall also accommodate additional pillows and blankets</p>	<p>There shall be provision of adequate in-built/or stand alone furniture facility to accommodate full length clothing. A minimum of 2 drawers or shelves appropriate and fit for purpose per This shall also accommodate additional pillows and blankets room.</p>	<p>Fit for purpose luggage stand to be provided per room. Provision of adequate hanging space to accommodate full length clothing that shall also accommodate addition pillows and blankets. Minimum of one drawer of shelve per guest.</p>	<p>Fit for purpose luggage stand to be provided per room. Provision of adequate hanging space to accommodate full length clothing that shall also accommodate addition pillows and blankets. Excellent level of drawer or shelve space per guest (minimum 2 drawers of enclosed shelves per guest)</p>	<p>Fit for purpose luggage stand to be provided per room. Provision of adequate hanging space to accommodate full length clothing that shall also accommodate addition pillows and blankets. Excellent level of drawer or shelve space per guest (minimum 2 drawers of enclosed shelves per guest)</p>
<p>3.62 Guest in-room entertainment</p>	<p>Digital TV available in room with free-to-air channels.</p>	<p>Digital TV available in room with free-to-air channels.</p>	<p>Digital TV available in room. Guest able to watch TV in comfort from both chair and bed. Multi-channels- minimum 9.</p>	<p>Digital TV with generously sized screen (24”) available in room. Extensive range of TV channels available. A range of radio channels available. (Minimum 12)</p>	<p>Adoption of the latest technologies innovation in entertainment technologies expected (E.g. interactive technologies or 3 D technologies). (More than 12 channels) A range of radio channels available.</p>
<p>3.63 Guest information services</p>	<p>Hotel services and facilities advertised in all room in an information folder. Emergency evacuation procedures available in all rooms.</p>	<p>Hotel services and facilities advertised in all room in an information folder. Emergency evacuation procedures available in all rooms.</p>	<p>Emergency evacuation procedures available in all rooms. Comprehensive guest directory shall be available.</p>	<p>Emergency evacuation procedures available in all rooms. Comprehensive guest directory shall be available.</p>	<p>Emergency evacuation procedures available in all rooms. Comprehensive guest directory shall be available consideration given to multi-lingual and visually enhanced material.</p>

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3.64 Guest room supplies	Beverage making facilities optional. Iron and ironing board available on request	Beverage making facilities optional. Iron and ironing board available on request	Beverage making facilities available in rooms along with requisite crockery and cutlery. Iron and ironing board available on request	Beverage making facilities available in rooms along with requisite crockery and cutlery. Laundry, pressing and dry-cleaning services available. Mini-fridge available on request. Shoe-cleaning services available.	Beverage making facilities available in rooms along with requisite crockery and cutlery. Laundry, pressing and dry-cleaning services available. Fully stocked mini-bar available. Shoe-cleaning services available.
Standard En suite Bathrooms					
3.65 Lighting and Ventilation	Adequate lighting and ventilation available	Good lighting and ventilation available	Very good lighting and ventilation available.	Excellent lighting and ventilation available. A heated towel rail or equivalent.	Outstanding lighting and ventilation. Excellent light intensity overall especially at the mirror
3.66 Water Supplies	Sufficient hot water provided at all reasonable times – usually between 6 am until 10pm. Bath and shower providing a strong and easily adjustable flow of water	Sufficient hot water provided at all reasonable times – usually between 6 am until 10pm. Bath and shower providing a strong and easily adjustable flow of water	Sufficient hot water provided at all reasonable times – usually between 6 am until 10pm. Bath and shower providing a strong and easily adjustable flow of water	Sufficient hot water available 24 hours that has at each fitting a mixer valve	Sufficient hot water available 24 hours that has at each fitting a mixer valve
3.67 Equipment in Bathrooms	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash-hand basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt	All bath rooms: private and ensuite, equipped with internal lock, a mirror situated above or adjacent to the wash basin, adequate storage with space for guest own toiletry, hook for clothes, non-slip surface or matt for

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	use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet paper and a lidded sanitary disposal bin and bags.	for use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet paper and a lidded sanitary disposal bin and bags.	use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet paper and a lidded sanitary disposal bin and bags.	for use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet paper and a lidded sanitary disposal bin and bags.	use in bath shower, towel rail sufficient for number of guest in room, conveniently located shaver point with voltage indicated, hair drier, a lidded WC with toilet paper holder and spare toilet paper and a lidded sanitary disposal bin and bags.
Hygiene and sanitation services					
3.68 Food Hygiene Policy & Procedure	Shall have a HCCP Plan	Shall have a HCCP Plan	Shall have a HCCP Plan and be ISO 22002 part two (2) certified	Shall have a HCCP Plan and be ISO 22002 part two (2) certified	Shall have a HCCP Plan and be ISO 22002 part two (2) certified
Meal Service Provision					
Breakfast					
3.69 Hours of Breakfast	Served at an appropriate time for market of hotel	Served at an appropriate time for market of hotel	Breakfast served for at least 1.5 hours	Breakfast served for at least 2 hours	Breakfast served for at least 3 hours
3.70 Breakfast Menu and dishes	Continental	Continental with a choice of 2 hot items	A good range of hot and cold items together with a choice of good quality accompaniment (e.g. ground and decaffeinated coffee, teas, butters and spreads), guests offered a choice of how their eggs are cooked to include fried, poached and scrambled.	A good range of hot and cold items together with a choice of good quality accompaniment (e.g. ground and decaffeinated coffee, teas, butters and spreads), guests offered a choice of how their eggs are cooked to include fried, poached and scrambled.	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way. Provision made for dietary requirements e.g. Kosher, Halal, diabetic, vegetarian.
3.71 Food Quality	<ul style="list-style-type: none"> All hot food well-presented 	<ul style="list-style-type: none"> All hot food well-presented 	<ul style="list-style-type: none"> Good quality ingredients 	<ul style="list-style-type: none"> All food cooked correctly and 	<ul style="list-style-type: none"> High quality ingredients

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	<p>and served at the correct temperature.</p> <ul style="list-style-type: none"> Care taken to ensure that juices are chilled, toast is crisp and coffee is freshly made. 	<p>and served at the correct temperature.</p> <ul style="list-style-type: none"> Care taken to ensure that juices are chilled, toast is crisp and coffee is freshly made. 	<p>cooked and presented to a good standard.</p> <ul style="list-style-type: none"> Consideration given to providing healthy eating options. 	<p>prepared with a very good level of skills, care, presentation and served at the correct temperature</p>	<p>cooked and presented to an excellent standard.</p>
3.72 Style of Service	Self-service	Self-service	Self-service/buffet style	Self-service/buffet style	Self-service/buffet style
Other Meals					
3.73 Full Service Lunch	Not required	Not required	Not required	A superior brasserie/bistro/bar is acceptable for lunches providing that guests are able to eat in comfort, order and be served at the table. A choice of hot and cold dishes shall be available.	Lunch served in a formal restaurant, extensive choices available.
3.74 Light Refreshments, Snacks & Teas	Hot and cold drinks available to residents and their guests in the public area during the day and evening.	Hot and cold drinks available to residents and their guests in the public area during the day and evening.	Light refreshments and sandwiches available to residents and their guests throughout the day and evening. This service is to be clearly advertised.	Light refreshments and hot and cold snacks shall be available to residents and their guests throughout the day and evening. Guests able to order and be served at their table.	Light refreshments and hot and cold snacks shall be available to residents in the public area 24 hours. Full afternoon tea shall be provided.
3.75 Full Service Dinner	Optional	Optional	Optional	Three courses available for dinner with a substantial choice of hot and cold dishes. Provision made for a variety of dietary requirements	A broad range of dishes of outstanding quality and presentation meeting high international standards. Provision made for a variety of dietary requirements.

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3.76 Room Service	Optional	Optional	12 hours room service available. Room service menu available on request.	18 hours room service available. A room service menu shall be available for all meals.	24 hours room service available. Room service menu shall be available for all meals.
3.77 Style of Service	Pre-plated service/American service	Pre-plated service/American service	Full table service.	Full table service. Carvery style is acceptable	1. Sliver service/Platter to plate/English service 2. Pre-plated service/American service 3. Family service/French service 4. Buffet service 5. Gueridon service 6. Russian service
3.78 Food Quality	All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, served at the correct temperature. Evidence of some fresh produce.	All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, served at the correct temperature. Evidence of some fresh produce.	All meals, including any room service, prepared with a good level of skill, care and presentation and served at the correct temperature. Particular attention given to food quality rather than extensive menus	All meals, including any room service, prepared with a very good level of skill, care and presentation and served at the correct temperature. Provision made for a variety of dietary requirements.	All meals, including any room service, prepared with an excellent level of skill, care and presentation and served at the correct temperature. Cuisine quality meeting a high international standard
3.79 Range of Dishes	Two courses available. The main course shall be a substantial hot dish.	Two courses available. The main course shall be a substantial hot dish	Three courses available. A choice of substantial hot and cold dishes	Three courses available. A choice of substantial hot and cold dishes	An extensive choice of food. A broad range of dishes of outstanding quality
3.80 Beverage & Beverage Service					
3.81 Wine & Wine Service	<ul style="list-style-type: none"> Red and white wine shall be provided. Wine prices and measures clearly displayed. 	<ul style="list-style-type: none"> Red and white wine shall be provided. Wine prices and measures clearly displayed. 	<ul style="list-style-type: none"> A choice of good quality wines offered. Clean and well presented wine list clearly and accurately 	<ul style="list-style-type: none"> Superior range and quality of wines shall be available. An informative and detailed 	<ul style="list-style-type: none"> Excellent range of quality wines available. An informative and detailed

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	<ul style="list-style-type: none"> Staff shall demonstrate basic knowledge about the wines available. 	<ul style="list-style-type: none"> Staff shall demonstrate basic knowledge about the wines available. 	<p>listing the choice of wines and measures shall be available.</p> <ul style="list-style-type: none"> Staff shall demonstrate good knowledge of wines available 	<p>wine list shall be available.</p> <ul style="list-style-type: none"> Staff shall demonstrate good knowledge of wines available. 	<p>wine list shall be available.</p> <ul style="list-style-type: none"> Staff demonstrating excellent wine knowledge and wine service skills. Likely to involve a sommelier.
3.82 Alcoholic Drinks Services	<ul style="list-style-type: none"> Where applicable Shall possess current liquor license. Alcoholic drinks served at mealtimes to residents. A range of drinks available in the bar. Price list shall be displayed wherever drinks are served. 	<ul style="list-style-type: none"> Shall possess current liquor license. Alcoholic drinks served at mealtimes to residents. A range of drinks available in the bar Price list shall be displayed wherever drinks are served. 	<ul style="list-style-type: none"> Shall possess current liquor license. Alcoholic drinks served throughout the day to residents and their guests. A wide range of drinks shall be provided in the bar. 	<ul style="list-style-type: none"> Shall possess current liquor license. Alcoholic drinks served for 24 hours to residents. A wide range of drinks shall be provided in the bar. 	<ul style="list-style-type: none"> Shall possess current liquor license. Alcoholic drinks served for 24 hours to residents. A comprehensive range of drinks including wines and cocktails shall be available.
3.83 Range of Dishes	Two courses available. The main course shall be a substantial hot dish.	Two courses available. The main course shall be a substantial hot dish	Three courses available. A choice of substantial hot and cold dishes	Three courses available. A choice of substantial hot and cold dishes	An extensive choice of food. A broad range of dishes of outstanding quality
PART FOUR:- 4.0 SAFETY & SECURITY					
4.1 Safety and Security	There shall be adequate security arrangements including the following: - <ul style="list-style-type: none"> a functional 	Same as for 1 Star but with well documented Emergency Response Procedures.	Same as for 2 Star but with a dedicated Safety and Security Committee	Same as 3 Star but with a fully-fledged Safety and Security Department.	Same as 4 Star but with a dedicated Manager.

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	<p>alarm system connected to external rapid response system;</p> <ul style="list-style-type: none"> • Adequate, properly trained and equipped security personnel. 				
4.2 Access Control	Manned entrance 24hrs a day	Same as 1 Star but with access barrier.	Same as 2 Star but with Staff and Guest movement Control within the premises.	Same as 3 Star but with Electronic Access systems for Guests and staff.	Same as 4 Star but very sophisticated equipment.
4.3 Guest screening	Basic Metal Detectors	Same as 1 Star but with vehicle scanner (Where applicable).	Same as 2 Star but with Walkthrough Metal Detector	Same as 3 Star but with luggage scanner. Guest movement restricted to own floor.	Same as 4 Star but with explosives detector.
4.4 CCTV Surveillance	CCTV Cameras at entry points and Reception	Same as 1 Star but in addition shall cover all public areas	Same at 2 Star but in addition to also cover all guest room corridors and perimeter fence.	Same as 3 Star but with a Control Room	Same as 4 Star but Control Room to be manned 24 Hrs
4.5 Room Security	The main door and windows shall be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security.	Same as for 1 Star, but with higher quality Fittings with provision for double locking system and door lens.	Shall have basic electronic access control (key cards) to the rooms.	Same as for 3 Star, but of higher quality and with a functional electronic surveillance system.	Same as for 4 Star but linked to control room lighting.
4.6 Fire Protection	All material in the establishment shall be of fire resistant or retardant material. Adequate and	Same as for 1 Star but smoke detectors shall be installed.	Same as for 2 Star but with sprinklers installed.	Same as for 3 Star but fixtures and fittings of very high quality	Same as for 4 Star but fixtures and fittings to be of extremely high quality

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	<p>appropriate firefighting equipment shall be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.</p> <ul style="list-style-type: none"> •Fire alarms shall be installed; •All staff shall be familiar with available firefighting equipment and their use; •Fire drill exercises shall be carried out regularly; •Every establishment shall have an in-house core fire-fighting team; •Statutory fire safety notices shall be prominently displayed in guest room and public areas; The hotel must be insured against fire hazards. 				
4.7 Emergency Power	There shall be appropriate alternative sources of power, in case of failure of the main supply.	Same as for 1 Star.	Same as for 1 Star but with standby generator providing basic lighting in essential and public areas	Same as for 3 Star but with automatic standby generator sufficient to provide lighting in all areas of the hotel.	Same as for 4 Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system
4.8 First Aid	Adequate First Aid Kits shall be provided.	Same as for 1 Star.	Same as for 1 Star but there shall be a trained staff in each	Same as for 3 Star	Same as for 3 Star.

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	Some of the staff on duty shall be well trained in Basic First Aid application techniques.		Department and a Doctor on call.		
PART FIVE:- 5.0 HEALTH & RECREATION SERVICES					
5.1 Swimming Pool & Related Facilities	<p>Where applicable, a swimming pool of adequate size shall be provided and well maintained to ensure safety of swimmers.</p> <p>The pool shall have as minimum:-</p> <ul style="list-style-type: none"> • Treatment room and filtration plant • Clearly Displayed Pool Regulations • Pool surround deck/area with non-slip surface • Beds and mattresses • Separate changing rooms for men and women shall be provided. • A separate pool/area for children • Clear markings to indicate depth at different points 	Same as for 1 Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, shall be of good.	Same as 2 Star but with telephone access within close proximity with emergency numbers clearly indicated.	Same as 3 Star but with CCTV Coverage in the public Pool area	<p>Same as 4 Star but high standard of design and finishes.</p> <p>For indoor pools the water temperature shall be regulated</p>

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	<ul style="list-style-type: none"> Suitably trained and equipped attendants/Life Guards 				
5.2 Health Club	Provision of basic fitness equipment and/ or aerobics.	Same as 1 Star but with well-equipped fitness room with an Instructor.	Same as 2 Star but with Massage and Beauty Parlour.	Same as 3 Star but with a Spa, Sauna and Steam Bath.	Same as 4 Star but with Fully Equipped Fitness Centre with a dedicated Manager.
PART SIX:- 6.0 STAFF SERVICES & FACILITIES					
6.1 Staff Skills & Competencies	General management of the establishment shall be under a qualified person, certified by the relevant national authorities.	Same as for 1 Star but shall be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes shall be available.	The hotel shall be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house Training programmes shall be in place.	Same as for 4 Star but in addition shall have a Human Resources Development Manager	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
6.2 Staff Professional Qualifications	<p>All operative staff shall possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times.</p> <p>At least 30% of the staff shall possess certified qualifications from recognized institutions.</p>	Same as for 1 Star but the proportion of professionally certified staff shall be at least 50%	Same as for 2 Star but the proportion of professionally certified staff shall be at least 70%	Same as for 3 Star but the proportion of professionally certified staff shall be at least 80%	Same as for 4 Star but the proportion of professionally certified staff shall be 90%

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6.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person shall supervise each department.	Same as for 1 Star	Same as for 1 Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times.	Same as for 3 Star but with duty manager available at all times.	Same as for 4 Star
6.4 Staff Development Programs	Provision of an Internal training programme	Same as 1 Star with designated room and program for internal training	Same as 2 Star with addition of an external training programme	Same as 3 Star but with detailed career growth progression	Same as 4 Star but with a dedicated Training Docket
6.5 Staff Grooming	All staff shall be well groomed, at all times.	Same as for 1 Star but the staff shall have name tags on the uniforms	Same as 2 Star Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, shall be provided. All staff shall have name tags indicating designation with those for Kitchen staff being embroidered on their uniforms.	Same as for 3 Star, but of very good quality	Same as for 4 Star but of excellent quality.
6.6 Staff Incentives	There will be a well-documented staff incentive programme that recognizes and rewards performance	Same as for 1 Star but the recognition shall be Bi-Annual	Same as 2 Star but with the addition of staff bonuses at appropriate intervals.	Same as 3 Star but with recognition of staff by department.	Same as 4 Star but with superior benefits for long-service staff such as stock option.

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	of all staff at least annually.			There will also be an annual Team Building activity.	
6.7 Staff Entertainment Facilities	Provision of a basic room, relative to the number of staff, where staff can rest in between shifts.	Same as 1 Star but with provision of basic recreational facilities.	Same as 2 Star but additional indoor and outdoor entertainment facilities shall be provided.	Same with 3 Star but with additional of annual events e.g. parties, team building etc.	Same as 4 Star but with quarterly events e.g. staff birthday celebrations.
PART SEVEN:- 7.0 GUEST SATISFACTION & EXPERIENCE					
7.1 Guest Information and Enquiries	Online presence through an informative website	Same as 1 Star but with very elaborate information on hotel details and services.	Same as 2 Star but with an interactive website linked to social media pages.	Same as 3 Star but with E-Commerce enabled website.	Same as 4 Star
7.2 Guest Feedback	Provision of a basic system to acquire feedback on the guest experience.	Same as 1 Star	Same as 2 Star but with a more elaborate questionnaire for acquiring the Guest feedback.	Same as 3 Star but with a dedicated online feedback system.	Same as 4 Star but with links to social media feedback.
7.3 Complaints Handling	Provision of a basic complaint handling procedure	Same as 1 Star but with an assigned guest relations staff.	Same as 2 Star but with a dedicated desk.	Same as 3 Star but with a complaints handling team	Same as 4 Star but with documented monthly reports of complains handled.
7.4 Management of Online and Social Media Reviews	Basic Social Media presence through at least one channel.	Same as 1 Star and evidence of at least two forms of social media.	Same as 2 Star and presence on at least one reputable Online Booking or Review Platform	Same as 3 Star but with evidence of dedicated staff responding to Online reviews/Guest postings.	Same as 4 Star.
7.5 Recognition Awards	Presence of at least one Award issued by a reputable and relevant national institution in the preceding five years.	Same as 1 Star.	Presence of at least two Awards issued by a reputable and relevant national or regional (within Africa) institution in the preceding five years.	Same as 3 Star	Presence of at least one Award issued by a reputable and relevant international institution in the preceding five years.