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HOTELS – GRADING REQUIREMENTS AND CLASSIFICATION

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Foreword

This Ethiopian Standard has been prepared under the direction of the Technical Committee Hotel and Tourism (TC 10) and published by the Ethiopian Standards Agency (ESA).

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HOTELS – GRADING REQUIREMENTS AND CLASSIFICATION

1. SCOPE

This Ethiopian Standard specifies the method of rating for the classification/grading of hotels including evaluation criteria for their assessment.

2. NORMATIVE REFERENCE

ES 1146, Air quality
ES 261, Water (Drinking)
ES ISO 22000, Food safety
ES 929, Hygiene
ES 577, Food hygiene
ES ISO 9001, Quality management system
ES ISO 51000, Energy Management system
ES ISO 14785, Tourist information service
ES ISO 140, Acoustics

3. DEFINITION

Hotel

Is a commercial establishment which provides rooms in which people can stay, especially to travellers and sometimes to permanent residents, and which provides food, lodging and other services for paying guests, including the general public.

4. CATEGORY ENTRY REQUIREMENTS

4.1. A hotel shall have at least ten rooms

4.2. To be eligible for grading, premises shall first have satisfied all statutory regulation, requirements for health, safety and security, fire, environmental services requirements for waste management and have certified documentary evidence of compliance.

4.3. At least a bar and a restaurant shall be available for the service. All meals (breakfast, lunch and dinner) and beverages shall be provided from outlets within the property.

4.4. Servicing of rooms shall be 7 days in a week (this includes linen/towel change, removal of rubbish and cleaning).

4.5. Bathroom facilities shall be en-suite or adjacent to the room and dedicated for personal use.

4.6. Formal reception area/desk shall be available for all stars hotels.

4.7. On-site representative shall be contactable 24 hours, 7 days a week

5. SPECIFIC REQUIREMENTS

The following forms shall be used for the assessment of hotel properties and include **basic criteria** as well as **category specific criteria for hotels**.

The numbers indicated in the second column (*) designate:

- (1) outstanding
- (2) excellent
- (3) very good
- (4) good
- (5) satisfactory
- (6) non satisfactory

ASSESSMENT FORM 1. BASIC CRITERIA BUILDING EXTERIOR

Title	N° (*)	Criteria	Indicative Score	Actual Score
Building exterior		Lighting, functional draining system, signing are mandatory for all stars	Mandatory	
	1	Modern buildings or good preservation of historical structures. High lighting and visible, indicative, clear and attractive signage directing guests around the entire property. Unique and attention grabbing architectural features.	20	
	2	New buildings: absence of weathering, and an overall clean and new look. Older buildings: paintwork shall be consistently harmonized in form and colour. Visible outbuildings or annexes to be of a similar form. Quality external lighting. Visible, indicative, clear signage. Attractive architectural features.	16	
	3	Use of high quality of paint, stone or brickwork, a certain natural weathering could be acceptable. Some additional external features to enhance appearance.	12	
	4	External features such as windows, drains, etc. are functional. No obvious structural defects or damage. "Plain" architectural features shall be acceptable.	10	
	5	Paintwork shall be well applied and clean. Signage still easily readable.	8	
	6	Neglected shabby appearance, peeling paintwork.	0	
	Max Points			20
Grounds and gardens	1	Evidence of regular garden service throughout the year – well-tended formal gardens or an attractive "natural" environment. Tidy, even and well-lit pathways, driveway and entrance. No disorder or rubbish and no evidence of litter. Provision of garden furniture or architectural features appropriate to the nature to the establishment. Very impressive and high quality outdoor garden furniture made of weather resistant material.	15	
	2	Pleasant and tidy garden and ground appearance throughout the year. No clutter or disorder and no rubbish and evidence of litter around the service areas. External lighting and good driveway. Even, smooth pathways. No gravel or rough brick pathways. Very attractive design features and high quality garden furniture.	12	
	3	Neat gardens with a good design and layout of features. Some architectural features appropriate to the establishment and its guests. Attractive with good quality and comfortable garden furniture.	9	
	4	No overgrown garden areas close to the establishment (uncluttered access to accommodation entrance). Some attempt to produce a pleasing effect with interesting design. Reasonable level of maintenance of external lighting. Good quality garden furniture.	7	
	5	Gardens and enclosed area around the establishment are kept tidy. Basic garden furniture.	6	

	6	Neglected and overgrown appearance. Badly surfaced driveway with potholes or puddles. Rubbish and clutter visible. Disorderly appearance. Poor lighting.	0	
	Max Points		15	
Parking, access signage, points of entry	1	Valet service and sufficient undercover parking bays in a secure environment close to accommodation. Clear illuminated directional signage. Hard surfaced, well maintained and demarcated.	20	
	2	Canopy over entrance. Sufficient hard surfaced demarcated parking bays within secured environment. Sufficiently high lighting and visible, indicative and clear signage between parking and accommodation. Separate staff/deliveries entrance.	16	
	3	Lighting between parking area and accommodation. Compacted surfaces.	12	
	4	Lighting between parking area and accommodation	10	
	5	Property signage and sufficient parking	8	
	6	Uneven surfaces, potholes, unsafe gravel, etc. No or inadequate signage. Inadequate number of parking space for number of guests.	0	
	Max Points		20	
Safety and security	1	All external public pathways must be well lit. Person responsible for safety and security available 24 hours a day. Emergency information, procedures for assistance clearly communicated in English, incorporating pictograms. Intercom, lockable security doors and gates must be present. Controlled access.	12	
	2	All external public pathways must be well lit. Person responsible for safety and security on call 24 hours a day. Emergency information, procedures and after hours contacts for assistance clearly communicated in English, incorporating pictograms. Controlled access.	10	
	3	All external public pathways must be well lit. Person responsible for safety and security must be contactable for emergency situations. Emergency information, procedures and after hours contacts for assistance clearly communicated in English, and incorporating pictograms, where possible. Security measures in place e.g.: alarm systems, burglar bars, where applicable on all doors and windows.	8	
	4	Good lighting to ensure a secure environment. Safety measures in place e.g. lockable doors and burglar bars (where applicable) only on main doors	6	
	5	Good lighting to ensure a secure environment	5	
	6	No security measures in place. Access to establishment uncontrolled, and bad lighting in all areas.	0	
	Additional	Well-positioned video surveillance; monitoring external and internal areas of the establishment can be used at the discretion of the establishment.	5	
	Max Points		17	

Subtotal Exterior maximum points	72
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ASSESSMENT FORM 2: BASIC CRITERIA BEDROOMS

Title	N°	Criteria	Indicative Score	Actual Score
Decoration	1	Outstanding quality of well-harmonized wall covering (paint or wallpaper) in form colour and material. Attention to detail, thoughtful co-ordination of patterns, colours and textures. If the décor is "plain" then addition of high quality pictures or objects d'art, etc, although some minimalist styles require less. All work should be well executed.	20	
	2	Harmonized and impressive wall coverings/paintwork. Room décor of excellent quality and well coordinated. Attention to detail, thoughtful co-ordination of patterns, colours and	16	

		textures.		
	3	Very good wall coverings/paintwork. Room décor can be minimal but attractive and enhance the bedroom atmosphere.	12	
	4	Good quality wall coverings/paintwork. Reasonable attempt to co-ordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained.	10	
	5	Acceptable quality décor. Basic application of harmonized paint or wallpaper. Plain and simple style.	8	
	6	Low-grade materials poorly executed. Uncoordinated styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures, graphics, wall hangings or works of art (if any). Unsightly pipe work. Exposed wiring. Signs of damp.	0	
		Max Points	20	
Furniture	1	Well-constructed and professional finishes and detail on all furniture. Comfortable seating with pristine upholstery. All furniture should be of a high intrinsic value. Minimum of dressing table with mirror and chair, coffee table, luggage rack, armchair and mini bar	25	
	2	Well-constructed and professional finishes and detail on all furniture. Comfortable seating with pristine upholstery. All furniture should be of a good intrinsic value. Minimum of dressing table with mirror and chair, coffee table, luggage rack, armchair and mini bar	20	
	3	Good quality of materials may show some signs of use. There should be no damage, stains or fraying on furniture. No jarringly uncoordinated styles - all furniture to be of a similar standard. Dressing table with mirror and chair, coffee table, luggage rack, armchair and mini-bar	16	
	4	Good quality range of materials and construction in sound and usable nature. Basic furniture styles and surfaces well maintained. Dressing table with mirror and chair, coffee table, luggage rack, armchair.	12	
	5	Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable. Dressing table with mirror and chair, coffee table, luggage rack. Furniture of a low quality material, poor construction, damaged, marked or scratched.	10	
	6	Uncoordinated style. Stained or worn upholstery.	0	
	Additional	Bedside table or shelf per sleeping position provided 350mm x 350mm or larger	4	
		Bedside table or shelf provided 200mm x 300mm minimum	2	
		Additional Chairs: Easy chair provided per guest	5	
			Max Points	34
Electronic appliances		Flat screen, High Definition, multi-channel television provided in all rooms.	8	
		Flat screen, High Definition, multi-channel television provided in most rooms.	6	
		TV easily visible from the bed and conveniently located	4	
		Remote controls provided and in working condition	4	
		Telephone	5	
		Internet access/Wi-Fi	10	
		Radio/clock/alarm in working order and provided to all bedrooms (the emphasis is on the clock and the alarm - a radio does not have to be incorporated)	5	
		Mini-bar with range of soft and alcoholic drinks	5	
		Hair dryer in working order provided in all bedrooms	5	
		Hair dryer in working order provided in most bedrooms	3	
		Electronic safe	2	
		Electric sockets with voltage indicated	5	
		Max Points	53	
Wardrobe, hanging space, clothes		Wardrobe/purpose built hanging space provided in all bedrooms	3	
		Small cupboard for clothes	3	

hanger		Sufficient number of hangers provided per guest appropriate to the level of star grading being applied for	3	
		Specialized hangers i.e. pegs, skirts, satin hangers, trousers	2	
		Wooden hangers provided	2	
	Max Points		10	
Curtains and window covering	1	Highest quality full well-lined curtains in working order. Or blinds or shutters of the highest quality and in working order. Outstanding quality curtain accessories. Well-lined curtains to provide blackout.	15	
	2	Excellent quality of materials. Full curtains or blinds effective in keeping out light, provide blackout. Excellent quality curtain accessories.	12	
	3	Very good curtains or blinds of very good quality materials and allow for total privacy. Very good quality curtain accessories. Blackout provided.	10	
	4	Curtains or blinds more basic and in good working order.	7	
	5	Acceptable quality blinds or curtains but still in good working order.	5	
	6	Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	0	
	Max Points		15	
Flooring, ceiling, skirting and cornices	1	Quality flooring and ceilings using outstanding materials - natural or manmade. Skirting and cornices of outstanding quality. Minimum ceiling height 2.86m	15	
	2	Excellent quality flooring and ceilings using excellent materials - natural or manmade. Skirting and cornices of excellent quality. Minimum ceiling height 2.86m	12	
	3	Very good quality flooring and ceilings using very good materials natural or manmade. Skirting and cornices of very good quality. Minimum ceiling height 2.86m.	9	
	4	Good quality flooring and ceilings using good materials - natural or manmade. Skirting and cornices of good quality. Minimum ceiling height 2.86m	7	
	5	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat. Minimum ceiling height 2.86m	3	
	6	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolorations, obvious seams. Poor fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid-on top of damaged or worn-through older ones. Wooden floors that have aged - now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0	
	Max Points		15	
Bedding and linen	1	Luxurious and exclusive quality linen that is co-ordinate with bedroom décor and other soft furnishings. Outstanding supply and variety of pillows and cushions. Spare blankets provided.	20	
	2	Excellent quality linen that is coordinated with bedroom décor and other soft furnishings. Excellent supply and variety of pillows and cushions. Spare blankets provided.	16	
	3	Very good quality linen that is coordinated with bedroom décor and other soft furnishings. Very good supply and variety of pillows and cushions. Spare blankets provided.	12	
	4	Good quality linen that is coordinated with bedroom décor and other soft furnishings. Spare blankets and pillows available.	10	
	5	Linen of an acceptable quality but no signs of wear e.g. fraying edges or holes. Spare blankets and pillows available.	8	
	6	Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded.	0	
	Additional	All bedding well fitted.	5	
Max Points		25		
Form of bedding		Single bed size minimum 0.90mx1.90m and double bed size minimum 1.35m x 1.90m are mandatory requirement from 1 to		

		3 star. For 4 and 5 star 1.00m x 2.00m for single bed and 1.40m x 2.00m for double bed are mandatory.		
	1	Beds sizes frequently larger than standard sizes e.g. King, extra length. Matching ensemble. Clean and well kept mattresses and pillow, blanket and bed bases. Quality headboards offering comfort.	10	
	2	Queen sized beds. Excellent quality mattresses and bed bases. Matching excellent quality ensemble. Quality headboards offering comfort.	8	
	3	Standard double bed or two full size singles. Standard domestic quality bed frames. Bed frames and mattresses of older style are acceptable, but of good quality. Headboards offering comfort	6	
	4	Good quality bed frames and clean and well-kept mattresses and pillows	5	
	5	Mattresses and bed-frames of acceptable quality. Headboards may be a simple wooden board	4	
	6	Creaking and sloping frames with sagging supports. Legs loose and uneven, casters missing, stains, marks and holes. Broken struts and wobbly headboards or sloping frames. Damage or wear	0	
		Max Points	10	
Environmental control	1	Thermostatically and individually controlled heating and or cooling system capable of maintaining a comfortable temperature of room. Electronic heating and cooling system in outstanding working condition, has a silent operation and is remote controlled. Ambient noise less than 40db.	15	
	2	Individual heating or cooling control by guests at all times. Appliance / system in excellent condition or natural ventilation available through windows and balcony doors. Windows open and close easily and balcony doors are easily accessible. Ambient noise less than 40db.	12	
	3	Effective heating and or cooling provided in rooms (with individual control). Ambient noise less than 40db. Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.	9	
	4	Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.	8	
	5	Free standing appliance able to maintain a reasonably comfortable temperature in the room. Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating appliances.	7	
	6	Broken appliance, heating and cooling systems not in working order.	0	
			Max Points	15
Lighting, power, switches		Appropriate room lighting in all the rooms, well fitted and safe switches	Mandatory	
	1	Controllable dimmer lighting of highest quality. Bedroom lights can be switched off at the bedside. Recessed spot lamps. All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located and adhere to international requirements.	20	
	2	Excellent quality fittings, lamps bases, etc, more than just centre and bedside lamps. Excellent quality bedside and/ or bed head-lamps with separate control for each guest. Power points are well positioned and adhere to international requirements.	16	
	3	More than adequate room light. Very good blend of natural or electric light during day. Power points are fairly distributed through-out.	12	
	4	Room lighting meets minimum requirements (centre light and bedside lamps). Good supply of natural light during day. Power points are available.	10	
	5	Minimum light in room. Restricted natural light. No bare globes or cracked or damaged fittings. Power points are available.	8	
	6	Dim, gloomy lighting. Low quality fittings and appliances. Light	0	

		in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stains, etc. Bare globes, cracked/damaged fittings or lights that are not working. Wobbly connections, flimsy bases that could fall over.		
	Additional	Additional reading lights. Convenient light switch locations	1	
		Spare and convenient power points provided in each room	1	
		Spare and convenient international power points provided at desk level	1	
		Additional specialized lighting (mood, picture, desks lighting)	1	
		Bed lamps provided in close proximity to each sleeping position and convenient for reading	1	
		Effective lighting at mirror	1	
		Max Points	26	
Mirrors		Mirror (H 600mm x 450mm) – measurement taken from within the frame	9	
		Mirror (H 450mm x 350mm or larger)	6	
		Conveniently located	6	
		Max Points	15	
Accessories	1	A wide range of high quality extras for guest use such as fruit bowl, flowers, DVDs, books, magazines, suit stand, newspaper, suit press, mending kit, shoe polishing cloth or pad, mineral water, sweets, mints or chocolates, tea tray, variety of teas and coffees, biscuits, UHT milk/ fresh milk, emergency lighting, umbrella, slippers, torch, do not disturb and room make-up sign, and weak-up call	20	
	2	A reasonable (eight items) proportion of the above	16	
	3	A small selection (six items) of the above	12	
	4	Three or four items only of good quality	10	
	5	One or two items only of good quality	6	
	6	No accessories provided	0	
			Max Points	20
Spaciousness and overall impression		Room size of minimum 15 m2 is mandatory for all star hotels		
	1	Minimum room size 30m ² . Large lounge area with demarcation from the bedroom area. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. Overall luxurious impression. Luggage store.	15	
	2	Minimum room size 25m ² . A well-planned room with furniture conveniently placed. Ease of access to all facilities and furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax. Space to put luggage.	12	
	3	Minimum room size 20m ² . Good access to all furniture and facilities. No areas of restricted access or obstruction. Room must be large enough to put luggage so that it does not clutter the room or obstruct access.	9	
	4	Minimum room size 15m ² . Room large enough to contain all necessary furniture and to allow access to all facilities. A chair may serve a dual purpose, easy seating and for the dressing table. Care taken in the positioning and design of furniture i.e. TV on a wall bracket. No intrusive noise from plumbing, corridor, lifts, etc.	7	
	5	Limited floor space. There may be some slightly restricted areas e.g. narrow access along sides of a double bed. Limited room for luggage. Some audible level of noise and sounds from adjoining rooms, corridor or lifts but not overly disturbing.	6	
	6	Furniture too large or plentiful for room. Restricted access. Noises from other rooms or public areas clearly audible.	0	
		Max Points	15	
Access, security		Peephole in door	5	
		Electronic key	5	
		Safety chain on door	5	
		Max Points	15	

Subtotal Bedrooms Maximum Points	288
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ASSESSMENT FORM 3: BASIC CRITERIA BATHROOM

Title	N°	Criteria	Indicative Score	Actual Score
Type	1	Two person en-suite bathroom (double vanity) provided. Separate bath and shower, toilet separately enclosed. Hot water at all times.	20	
	2	Two person en-suite bathrooms (double vanity) provided to more than 50% of the bedrooms. Hot water at all times.	15	
	3	En-suite with separate bath, separate shower, basin and toilet. Hot water at all times.	10	
	4	Bath or shower over bath, basin and toilet. Hot water at all times.	6	
	5	Bath or shower, basin, toilet. Hot water from 7.00-10.00h and 18.00 -23.00h minimum.	5	
	6			
	Additional	Spacious layout more than 4 m2	5	
		Layout more than 2 m2	3	
Max Points			25	
Flooring, ceiling and walls	1	Exceptionally attractive floor and wall covering in perfect condition. Spectacular design and grouting.	15	
	2	Excellent and professionally fitted floor and wall coverings	12	
	3	Seamless finishes but not necessarily new. Alternatively, may be recently decorated with high quality materials, though a competent and professional job. High quality floor covering and tiles.	10	
	4	Professionally fitted bathroom floor and wall coverings, not necessarily recent.	7	
	5	Materials of acceptable quality used. Plain and simple design, basic appearance, clean and neat.	6	
	6	Very tired and old style. Damp or condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting, mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured or damp.	0	
	Max Points			15
Fixtures and fittings	1	Extra large and spacious shower. Outstanding quality fixtures and fittings in perfect state, solid coordinated fittings of innovative design. Extra large/deep bath that may have an overhead shower and washbasin. Attention to fixtures aesthetics and quality finishes.	25	
	2	Excellent quality, solid well-made fittings in excellent order and matching style. Excellent quality finishes. Large shower or sturdy bath. Attractive shower screen and good-sized washbasin. Easy to use with responsive controls.	20	
	3	High quality fittings throughout. Standard sized bath or very good quality shower screen or curtain. All fixtures and fittings in very good condition. Matching coordinated styles.	16	
	4	A good quality range of bathroom fittings. Sturdy bath or shower of good-size. Shower screen or good quality curtain.	10	
	5	Fixtures and fittings in an acceptable condition.	7	
	6	Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Stained or mouldy grouting or sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Badly fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail, evidence of cigarette burns, signs of damage or leaks.	0	
	Additional	Spa bath provided	4	
		No unsightly plumbing fixtures	2	
		Heated towel rails provided	4	
		Bathroom heating	4	
		Adequate clothes hooks (minimum 2)	2	
		Facilities within bathroom conveniently positioned	2	
		Magnifying mirror, soap dishes	2	
	Jacuzzi	4		
	Telephone	4		

		Max Points	53	
Hand basin and toilet areas		Hand basin minimum 300mm x 200mm or bigger	5	
		Hand basin less than 300mm x 200mm	2	
		Bench/shelf space provided adjacent to hand basin minimum 300mm x 200mm clear space or larger	5	
		Bench/shelf space provided adjacent to hand basin less than 300mm x 200mm clear space	2	
		Toilet brush provided with covered holder	2	
		Toilet brush provided with uncovered holder	1	
		Paper holder or dispenser conveniently located	2	
		Sanitary bags provided	1	
		Max Points	15	
Towelling	1	Full range of towel sizes: bath sheets, hand towel, facecloth for each guest. Provision of towelling robes and slippers. Thick, heavy, fluffy quality with plenty of pile. Replaced daily or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. Towel rail.	20	
	2	Wide range of towels including bath sheet, hand towel and face cloth per guest as well as a bath mat of excellent quality. Towels are changed daily or at guests request. Towel rail.	15	
	3	A range of bath and hand towels of relatively high quality provided per guest. Towel rail.	12	
	4	Adequate bath and hand towels of good quality provided per guest. Towel rail.	9	
	5	Towels of acceptable quality provided per guest. Towel rail.	5	
	6	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.	0	
	Additional	Towel for beach or pool	1	
		Max Points	21	
Lighting	1	Exquisitely designed and appointed lighting providing first-class illumination and coverage across all areas. Either windows that open or effectively working extractors. Lighting effective for all purposes: shaving, make-up, and contact lenses particularly at washbasin and shaving point.	20	
	2	Perfectly fitted, recessed lights, spot lamps. Either windows that open or effectively working extractors.	15	
	3	High standard of light fittings centre, main light plus adequate shaving light, possibly supplementary lights. Either windows that open or effectively working extractors.	12	
	4	Well-positioned light with good quality light fittings. Either windows that open or effectively working extractors.	10	
	5	Acceptable quality lighting fixtures. Either windows that open or effectively working extractors.	6	
	6	Gloomy poor lighting, badly placed, ageing, damaged light fittings.	0	
		Max Points	20	
Accessories	1	Luxury double ply toilet paper. A wide range of excellent quality accessories provided in the bathroom e.g: wrapped soap, shower gel, shampoo, conditioner, shower cap, body lotion, tissues cotton buds, toothbrush, shower curtain or shower box and bath mat.	15	
	2	A reasonable proportion of excellent quality items from the above list. Excellent quality double ply toilet paper.	12	
	3	A small range from the above, all in good condition and of good quality. Very good quality double ply toilet paper.	9	
	4	One or two items from the above list of good quality. Good quality double ply toilet paper.	7	
	5	One or two items from the above list of acceptable quality. Acceptable quality double ply toilet paper.	6	
	6	No attempt at providing any extra accessories. Well-used ageing bottles, scrappy sachets or sticky containers.	0	
		Max Points	15	
Subtotal Bathrooms Maximum Points			164	

ASSESSMENT FORM 4.BASIC CRITERIA FOR PUBLIC AREAS

Public areas include guest circulation areas, corridors, lounge areas, stairwells, lifts, etc. All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should also be evaluated under this section.

Title	N°	Criteria	Indicative Score	Actual Score
Decoration		Separate smoking room is mandatory for 3, 4 and 5 star hotels.		
	1	Quality of wall coverings in faultless condition, perfect calibre design and architectural features. Interesting architectural features, artwork, objects d'art.	15	
	2	High quality wall covering. Evidence of coordinated design with additional attractive design. Seamless professional finish.	12	
	3	Use of high quality materials. Coordinated design with additional attractive features, professional workmanship throughout.	9	
	4	Interesting style and quality décor. Use of wall hangings, pictures, etc. Competent workmanship.	7	
	5	Acceptable quality but not necessarily new. Tired style and basic application of décor. Little design input or coordination.	6	
	6	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	0	
	Max Points			15
Furnishings and fittings	1	Luxurious quality of highest intrinsic quality. Extra design elements and features throughout. The optical general impression is harmonized in colour and form.	15	
	2	High degree of comfort and luxury. Attractive, coordinated extras. Decorative occasional pieces in main room or rooms and corridors. The optical general impression is harmonized in colour and form.	12	
	3	High quality furniture with comfortable easy seating. Furniture and equipment is harmonized in colour and form. The general impression is shaped by elevated comfort.	9	
	4	Good quality range of materials and construction in sound condition. Basic furniture style and surfaces well-maintained and harmonized.	7	
	5	Furniture and equipment are appropriate and maintained, may be well used but functional. Acceptable coordination of styles, all items usable.	6	
	6	Low quality, uncomfortable, aging furniture. May show some damage-scratched, loose arms or legs. Stained or grubby upholstery. Dated, jaded and unattractive.	0	
	Max Points			15
Flooring, ceiling and skirting	1	Floors and ceiling in perfect condition and using materials of highest quality- natural or manmade. Skirting and cornices of highest quality with additional architectural features.	15	
	2	High quality flooring and ceilings using high quality materials- natural or manmade. Skirting and cornices of perfect quality with additional appropriate detail.	12	
	3	Flooring and ceilings using high quality materials and providing highest comfort – natural or manmade. Skirts and cornices of high quality with additional architectural features.	9	
	4	Flooring and ceiling using good quality materials – natural or manmade. Skirting and cornices of good quality with architectural features.	7	
	5	Plain and simple design, basic appearance, neat and clean.	6	
	6	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discoloration, obvious seams. Amateur fitting with gapping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged worn through older ones. Wooden floors that	0	

		have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.		
		Max Points	15	
Lighting	1	Exquisitely designed and appointed lighting providing sufficient illumination and coverage across all areas.	20	
	2	Adequate illumination providing sufficient light for all purposes but also designed for good effect showing off features in rooms or corridors. All lights and shades of excellent quality manufacture and in excellent working order.	16	
	3	High quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.	12	
	4	Good lighting with good fittings. Main light plus one or two small occasional lamps.	10	
	5	Acceptable amount of lighting for practical use	8	
	6	Low quality fittings in poor condition. Exposed fraying wires, wobbly fittings, loose plugs. Dim gloomy effect creating dark areas. Glaring irritating, harsh lights with no diffuser. Bare globes, cracked/damaged fittings or lights that are not working.	0	
			Max Points	20
Atmosphere and ambience	1	Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout the property. Air Conditioning (A/C). Minimum corridor width and ceiling height is 1.5m and 2.86m respectively.	15	
	2	Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms. Air Conditioning (A/C). Minimum corridor width and ceiling height is 1.18m and 2.86m respectively.	12	
	3	Comfortable, relaxed feel. Some music in background but not intrusive. Co-ordinated décor, finishing, etc. Air Condition (A/C). Minimum corridor width and ceiling height is 1.18m and 2.86m respectively.	9	
	4	Comfortable, relaxed feel.	7	
	5	Acceptable levels of comfort.	6	
	6	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noises from TVs, radios, etc. Smoky, old, persistent cooking smells. Draughty. No personal touches. Nothing to look at or read	0	
			Max Points	15
Guest services		Smoking and non-smoking places clearly identified.	5	
		Range of beauty salon, souvenir shops, flower, pastry and bakery shops.	10	
		On-site tour agency	10	
		Shoe shine machine on each floor	5	
		Foreign currency exchange service	10	
		Acceptance of credit card according to National Bank regulation.	10	
			Max Points	50
Escalators, lifts (applies to all premises of 3 floors or more)	Excellent	One guest lift of 6 adults capacity for up to 30 bedrooms. Additional lift for each 70 additional bedrooms. Brail floor numbers, speaker, bell, emergency call. Separate service lift.	50	
	Good	One guest lift of 4 adults capacity or one wheelchair plus 2 adults for up to 30 bedrooms. Additional lift for each 100 additional bedrooms. Brail floor numbers, speaker, bell, emergency call. Separate service lift.	30	
	Acceptable	Lift/escalator access to all floors capable of accommodating wheelchair with one adult or 3 adult guests with luggage.	15	
			Max Points	50
Additional services		Availability of taxi or taxi on call	10	
		Free Airport Shuttle	10	
			Max Points	20

Sub Total Public Areas Max Points	200
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ASSESSMENT FORM 5. CATEGORY SPECIFIC CRITERIA FOR BAR AND DINING FACILITIES

Breakfast, lunch and dinner service is required for hotel classification.

Title	N°	Criteria	Indicative Score	Actual Score
Decoration	1	Eye catching and high value materials of wall coverings, high caliber design and architectural features, interesting architectural features, art work.	15	
	2	High value materials of wall coverings. Evidence of co-ordinated design. Different and advanced professional finish.	12	
	3	Use of good quality valued materials. Coordinated design with additional attractive features, professional workmanship throughout.	9	
	4	Good style and décor. Use of wall hangings, pictures, etc. Competent workmanship.	7	
	5	Acceptable material but not necessarily new, tired style. Basic application of décor, little design input or co-ordination.	6	
	6	Very old, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	0	
	Max Points			15
Furnishings	1	Extremely comfortable dining chairs and spacious tables. High value upholstery and workmanship in the furniture and superbly co-ordinate. Free and easy access between furnishings. Child /booster seats available.	20	
	2	Well-spaced and comfortable chairs of appropriate height for tables. Coordinate themed design. Free and easy access between furnishings. Child /booster seats available.	16	
	3	All of chairs and tables are comfortable and well co-ordinate. Free and easy access between furnishings. Child/booster seats available.	12	
	4	Tables large enough for uncluttered use. Maybe a mix of styles, but all in good order. Good dining furniture design.	10	
	5	Fully functional dining furnishings of lower quality. Tables big enough for uncluttered use.	8	
	6	Inadequate table size. Cluttered and inconvenient. Cramped and uncomfortable layout.	0	
	Max Points			20
Flooring, ceiling, skirting and cornice	1	Flooring and ceiling using high value materials – natural or manmade. Skirting and cornices of high quality with additional architectural features.	15	
	2	Flooring and ceiling using high value materials - natural or manmade. Skirting and cornices of high quality with additional appropriate detail.	12	
	3	Flooring and ceiling using durable and attractive materials - natural or manmade. Skirting and cornices of highest quality with additional architectural features.	9	
	4	Flooring and ceiling using good material – natural or manmade. Skirting and cornices of good quality with additional architectural features.	7	
	5	Acceptable materials used. Plain and simple design. Basic appearance clean and neat.	6	
	6	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discoloration, obvious seams. Poor fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors that have aged now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious	0	

		chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.		
		Max Points	15	
Lighting	1	Exquisitely designed and appointed lighting providing high quality illumination and coverage across all areas.	15	
	2	Overall high and attractive illumination providing sufficient light for all purposes but also designed for good effect - showing off features in rooms or corridors. All lights and shades of quality manufacture and design, good look and in proper working order.	12	
	3	Fittings with more than adequate spread of illumination for practical use, though no or limited use of sophisticated lighting effects, Occasional lamps, reading lights, perhaps picture lights.	9	
	4	Lighting with good fitting. Main light plus one or two small occasional lamps.	7	
	5	Acceptable light for practical use.	6	
	6	Low quality fittings in poor condition, exposed, fraying wires, wobbly fittings, loose plugs. Dim gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Bare globes, cracked/ damaged fittings or lights that are not working.	0	
			Max Points	15
Table appointments	1	Outstanding quality cutlery and crockery all highly co-ordinated and matching, including additional accessories. Luxurious linen. Large range of cutlery and glassware to complement a range of uses. Provision of appropriate styles of cutlery, glasses or crystal for different uses. An emphasis on style and high quality, matching and co-ordinate. Additional features, such as raises, candlesticks, coasters, etc.	15	
	2	Excellent quality linen and large napkins, ice buckets, sauce boats and jam pots, etc, of high quality material. Provision of appropriate styles of cutlery, glasses or crystal for different uses. Items of similar style and quality as above of a very good range. Thick multi ply paper napkins.	12	
	3	Very good quality cutlery and crockery, fine glass and stainless steel. Thick (multi-ply) paper napkins.	9	
	4	Good quality cutlery and crockery with main service matching. Accessories may be of different style but good quality. Thick (multi-ply) paper napkins.	7	
	5	Variety of styles and acceptable quality. Napkins of acceptable material and made. Sauces in bottles and or packets.	6	
	6	Mismatched patterns. Cracks, chips , well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauces bottles on table.		
			Max Points	15
Atmosphere and ambience	1	Superb, relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Sound proofing throughout the property. Air Conditioning (A/C) sufficient covers for 80% of maximum occupancy.	15	
	2	Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Attractive architectural features. Spacious rooms. Air Conditioning (A/C) sufficient, covers for 60% of maximum occupancy.	12	
	3	Comfortable, relaxed feel. Some busy music in background but not intrusive, co-ordinated décor, finishing, etc. Air Conditioning (A/C) sufficient, covers for 60% of maximum occupancy.	9	
	4	Comfortable, relaxed feel. Sufficient Air Conditioning (A/C) cover for 50% of maximum occupancy.	7	
	5	Acceptable level of comfort. Sufficient Air Conditioning	6	

		(A/C) cover for 50% of maximum occupancy.		
	6	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noises from TVs, radios, etc. Smoky, old, persistent cooking smells. Draughty. No personal touches. Nothing to look at or read.	0	
		Max Points	15	
Dinner presentation	1	Exemplary presentation on high quality plates with exquisite garnishes. Gastronomic combination of flavours, colours and textures, served at just the right temperature.	30	
	2	Well-presented food on appropriate plates with attractive garnishes. Combination of colours, textures and shapes. Care in execution with attention to visual appeal. Carvery to be attended and refreshed. Buffet replenished and refreshed	25	
	3	Food presentation with obvious care and attention to detail with visual effect.	15	
	4	Attractive arrangement and garnishes. Tendency to follow standard garnishing.	10	
	5	Food presented in acceptable manner with an acceptable variety of colours and textures, minimal garnishing.	5	
	6	Badly presented. No variety of colours and textures. Dull combination. No garnish. No careful arrangements. Some drying out of food, wrinkled skin on sauce. Luke warm.	0	
			Max Points	30
Dinner quality	1	Unique dishes using the best available ingredients. Variety on the menu, superb attention to detail and combinations of flavours. Minimum three course meal of entrée, main (choice of three) and dessert. Child menu.	50	
	2	Skilful use of finest, fresh ingredients, could be simple in style but with great attention to detail and quality. Everything prepared to the right degree. Balance on the menu with something for all tastes. Child menu.	35	
	3	Evidence of aiming for better choice. Fresh and balanced ingredients. Child menu.	20	
	4	A mixture of fresh ingredients and well prepared meals. Obvious care and attention paid to preparation but simpler in style. Child menu.	10	
	5	Acceptable food prepared in a basic way with minimal options and variety, which is sufficiently warm and appetizing. Child portions.	5	
	6	Lowest variety and types of ingredients, poorly prepared. Burnt, dried out, over salted. Unappetizing, Inedible.	0	
			Max Points	50
Breakfast	1	Range of hot and cold food. Plated main course and eggs cooked to guests order. Fresh ingredients and wide choice. Specialty foods and unusual dishes. Table service essential. Sufficient covers for full occupancy.	15	
	2	Cold buffet neatly set out, attractive containers. May opt for plated cold courses. Preferably plated main course. Variety of fresh ingredients. Selection of breads and pastries service must be offered. Sufficient covers for full occupancy.	12	
	3	Range of items on buffet or fewer cold courses. Smaller range of cooked items. Fresh ingredients. Perhaps lower skill in preparation, but noticeable attempt to provide variety and some unusual items. Sufficient covers for full occupancy.	9	
	4	Range of cold and hot courses. All ingredients of fresh varieties.	7	
	5	Sufficient breakfast served with acceptable choice of cooked items.	6	
	6	No choice of food. No variety and low quality of ingredients. Badly cooked.	0	
			Max Points	15
Bar	1	Bar area separate from dining areas. Bar and table service. Extensive range of international alcoholic and soft drinks	25	

		including premium brands. International wine list. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local wines, beers and spirits available. Extensive cocktail menu with house special.		
	2	Bar area separate from dining areas. Bar and table service. Extensive range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local wines beers and spirits available. Cocktail menu.	20	
	3	Bar area separate from dining areas. Bar and table service. Extensive range of alcoholic and soft drinks including premium brands. Wines by the glass. Nibbles available as extras. Local beers available.	15	
	4	Bar areas separate from dining area. Bar service. Limited range of common alcoholic and soft drinks. Nibbles available.	10	
	5	Bar service available in at least one seated public area. Limited range of common wines and beers with soft drinks options.	5	
	6	No bar service available.	0	
		Max Points	25	
Additional points		Two restaurants offering: breakfast and informal dining, with separate more formal restaurant for lunch and dinner.	15	
		Specialty menus	15	
		Dedicated cocktail bar for diners	10	
		Public restrooms adjacent to restaurant	10	
		Ethiopian cuisine menu for lunch and dinner	10	
		Ethiopian Cultural restaurant	10	
		Max Points	70	

Sub Total Bar and Dinning Facilities Max Point	285
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ASSESSMENT FORM 6: CATEGORY SPECIFIC CRITERIA FOR KITCHEN

Title	N°	Criteria	Indicative Score	Actual Score
Design, layout		Kitchen shall be located next to the restaurants for all stars		
	Excellent	Kitchen should be well designed with gas and electric stoves, different refrigerators and walk in fridge/cold rooms, sink, utensils and serving silver, bowls. Distinct food preparation stations and departmentalized kitchen Well equipped utensil, dish and cutlery washing Adequate separate storage areas for cooking equipment and utensils Clear separation of storage and food preparation for meats, vegetables, raw food etc Separate produce reception and storage area and external access Separate staff access Easy staff circulation Service hatcheries for waiting staff pick up and used dish returns Double entry door to dining rooms Kitchen adjacent to restaurants or with access separate from public areas Good or functional cooling and ventilation systems Organic, recyclable and general collection separate from food preparation, storage and distribution areas Washable wall surfaces Hands free hand washing	100	
	Good	Kitchen should be well designed, with gas and electric stoves, different refrigerators and walk in fridge/cold rooms, sink, utensils and serving silver, bowls etc.	70	

		Well equipped utensil, dish and cutlery washing		
		Adequate separate storage areas for cooking equipment and utensils		
		Clear separation of storage and food preparation for meats, vegetables, raw food, etc		
		Separate produce reception and storage area and external access		
		Separate staff access		
		Easy staff circulation		
		Service delivery area for waiting staff pick-up and used dish returns		
		Washable walls surface		
		Hands free hand washing		
		Double entry doors to dining room		
	Acceptable	Kitchens adjacent to restaurants or with access separate from public areas	40	
		Good or functional cooling and ventilation system		
		Organic, recyclable and general collection separate from food preparation, storage and distribution areas		
		Clean, uncluttered kitchen with adequate gas or electric stoves, food storage, utensils serving dishes		
		Well equipped utensil, dish and cutlery washing		
		Adequate separate storage areas for cooking equipment and utensils		
		Clear separation of storage and food preparation for meats, vegetables, raw food, etc		
		Produce reception and storage area with external access		
		Direct access to dining areas		
		Good, functional cooling and ventilation systems		
		Waste disposal separate from food preparation, storage and distribution area		
		Max Points	100	

Sub Total Kitchen Max Points	100
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ASSESSMENT FORM 7: CATEGORY SPECIFIC CRITERIA FOR HOUSEKEEPING AND MAINTENANCE

Title	N°	Criteria	Indicative Score	Actual Score
Scheduling		Cleaning and maintenance activities scheduled to minimize guest disturbance	20	
		Max Points	20	
Material and equipment storage		Adequate safe storage of cleaning materials and equipment invisible to guests	20	
		Max Points	20	
Bedrooms	1	Very high standard of thorough cleanliness and attention to detail. Well-made beds. Turn-down service. Room tidied, any trays taken away. Lights on and curtains drawn in the evening.	15	
	2	High standard of cleanliness. Room tidied, any trays taken away. Lights on and curtains drawn in the evening.	12	
	3	High standards of cleanliness. Room tidied, any trays taken away.	9	
	4	All surfaces free from dirt and polished.	7	
	5	Clean and well maintained area.	6	
	6	Very heavy dust on all surfaces. Debris in wardrobes, drawers. Bits of paper, threads and other items, grit, etc. on carpet. Long-term neglect. A number of major maintenance issues. Blown bulbs or broken equipment.	0	
		Max Points	15	
Guest bathrooms	1	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell.	15	

	2	Generally excellent standard, surfaces gleaming. Clean, fresh smell.	12	
	3	Very good level of cleanliness. Surfaces and floors clean.	9	
	4	Good level of cleanliness. Surfaces and floor clean	7	
	5	Acceptable level of cleanliness. Surfaces and floors clean.	6	
	6	Low standards of housekeeping. Dirt and dust on all surfaces. Long-term encrusted grime. Dirt, dust and hairs on floor, in corners. Flooring around toilet stained and smelly.	0	
		Max Points	15	
Public areas	1	All carpets well vacuumed and cleaned. Table surfaces well-polished. Ashtrays clean. No fingerprints left on doorplates or light switches, etc. Flowers fresh and well arranged. Newspapers, books, etc, up to date and tidy.	15	
	2	Excellent level of cleanliness. Generally a very good level of vacuum cleaning and dusting. Everything tidy and well arranged.	12	
	3	Very good level of cleanliness. Easy seating area may have "lived-in" feel with some books, magazines, etc, on tables.	9	
	4	Clean and tidy with no smears on areas where dust has collected. Generally neat and well arranged.	7	
	5	Clean and tidy with no smears on high and low surfaces. No clutter. Books and magazines may be out of date but are kept in tidy piles.	6	
	6	Generally neglected housekeeping. Carpets badly vacuum cleaned. All surfaces dirty or dusty. Cobwebs, dead insects. Dead or wilting plants. Ashtrays not emptied. Newspapers, magazines and books on floor. Dirty glasses or cups on tables. Clutter.	0	
			Max Points	15
Public toilets	1	Fastidious attention to hygiene. All surfaces gleaming. Clean and fresh smell. High level of efficiency.	10	
	2	Excellent standard of cleanliness.	8	
	3	Very good standard of cleanliness. Surface all clean. Floor cleaned and free from dirt and dust.	6	
	4	Good standard of cleanliness. Surfaces all clean and well maintained.	5	
	5	Acceptable standard of cleanliness. Clean and well maintained.	4	
	6	Low standard of housekeeping. Dirt and dust in all surfaces. Long term encrusted grime. Dirt and hairs on floor in corners. Flooring around toilet stained and smelly.	0	
			Max Points	10
Bar, restaurant, dining areas	1	All areas immaculately clean. Tables always set to pristine standard.	20	
	2	Excellent standard of cleanliness in all areas. No evidence of previous meals. Efficient cleaning. Tables always set-up to excellent standard.	15	
	3	Very good standard of cleanliness – no dirt, dust, etc. Very good standards of cleaning and tidiness.	10	
	4	Always tidy and clean in time for beginning of meal service. Good standards of cleaning and tidiness.	7	
	5	Acceptable level of cleanliness and well maintained. Untidy. Dusty, crumbs on carpet and surfaces.	6	
	6	Smear, ring marked. Dead or drying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths. Dirty, unclean ashtrays.	0	
			Max Points	20
Maintenance	1	Maintenance technician on call 24/7. Full range of replacement consumables and spare parts in stock. Replacement electrical fixtures e.g TVs, minibars, telephones, hairdryers in stock.	50	
	2	Maintenance technician on call 8.00- 20.00h. Full range of replacement consumables and spare parts in stock. Replacement electrical fixtures e.g TVs, minibars,	40	

		telephones, hairdryers in stock.		
	3	Maintenance technician on call 8.00 -20.00h. Full range of replacement consumables and spare parts in stock. Replacement electrical fixtures e.g TVs, minibars, telephones, hairdryers available at 24 hours notice.	30	
	4	Maintenance technician available at four hours notice from 8.00h to 20.00h. Full range of replacement consumables in stock.	20	
	5	At least one member of staff trained to undertake basic maintenance e.g changing light bulbs at all times. Basic consumables in stock.	10	
	6	No organized maintenance activity.	0	
		Max Points	50	

Subtotal Housekeeping Maximum Points	165
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ASSESSMENT FORM 8: CATEGORY SPECIFIC CRITERIA FOR GENERAL SERVICES AND SERVICE

Title	N°	Criteria	Indicative Score	Actual Score
Welcome, friendliness and attitude	1	Staff in all positions displaying friendly and helpful demeanour and willingness to assist in any situation. Extra attention paid at check in, during meals and at check out as to whether anything else can be done to make the stay more enjoyable. Proactive provision of tourist information, luggage assistance, car wash etc, shown on an ongoing basis.	20	
	2	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. Everyone at the establishment has an excellent rapport with guests and is willing to please.	16	
	3	Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required.	12	
	4	Pleasant appearance. Willingness to help when asked.	10	
	5	Acceptable behaviour in carrying out required duties.	8	
	6	Surly or rude behaviour. Clear indifference to guests. Irritation at being asked for anything.	0	
			Max Points	20
Appearance of staff		Clean, neat and appropriately uniform dress for the staff with name-tags are mandatory for all star.	Mandatory	
	1	Immaculate presentation. High quality and professional uniforms. Pristine grooming including very neat hair and polished shoes.	15	
	2	Clean, neat, appropriate uniforms. A general smart, well-groomed appearance.	12	
	3	Clean uniforms and smart appearance.	9	
	4	A noticeable attempt to be smart. Uniform with no stain, tears, etc.	7	
	5	Basic uniform that is clean and tidy. Neat and hygienic appearance.	6	
	6	Clothing dirty, stained, frayed, holed. Dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaved. Personal hygiene lacking.	0	
		Max Points	15	
Reservation and check-in		Professional computerized reservation system is mandatory for hotels 3 stars and above.		
	1	Efficient and helpful telephone reservation Ability to make a prompt and effective reservation for a minimum of 18 hours to 24 hours a day. All details taken down and checked. Every booking confirmed by letter, fax, e -mail or text message. Prompt thorough check-in. All essential information given to guests (layout of property, available facilities, meal times, etc). Any messages forwarded	20	

		promptly. Efficient communication with other departments, porters, booking of restaurant tables, etc. Evidence of an on-line guest history program.		
	2	Reservations dealt with very effectively. Ability to make a prompt and effective reservation during the day and up to 11:00 pm. Confirmation of booking provided on request. Check-in conducted very effectively and information on range of key facilities provided.	16	
	3	Reservations dealt with promptly. Ability to make a prompt and effective reservation during day and up to 9 pm. All necessary information taken and provided. Efficient check-in. Always given full information about facilities.	12	
	4	Reservations dealt with fairly well. All necessary information taken and provided. When registered, key is given and guest is directed to room.	10	
	5	Full guest details taken. Guests directed to their room and given a brief explanation of location of main hotel facilities in a straightforward manner.	8	
	6	Name only taken. Key given without direction to room. Administrative errors not proficiently rectified, surly manner. Marked reluctance to give any help.	0	
		Max Points	20	
Porterage		Regular porterage service is mandatory requirement for 3, 4 and 5 Star hotels.		
	1	Dedicated porterage staff dressed in identifiable porter uniform. Professional presence and always on hand to attend to guest needs. Porters take control of luggage from guest's arrival to prompt delivery in bedroom. Same quality of service repeated on departure. Full knowledge of accommodation, tourist attractions and visitor services throughout the city/area.	15	
	2	Smart, helpful manner of staff readily available. Porters offer to assist guests with bags when they see guests who are carrying their own bags. Full knowledge of accommodation facilities and local area.	12	
	3	Willing and friendly. Knowledgeable of accommodation facilities and local area, willing to find out more. May have other duties but endeavours to be prompt.	9	
	4	Member of staff available to carry bags although they may have other duties. Cheerful, but not necessarily skilled in dealing with matters outside hotel/ lodge environs. Happy to help where he or she can.	7	
	5	Assistance with luggage available on request throughout the day and evening.	6	
	6	Bags ignored or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful and clearly resents having to carry other peoples bags. Not interested in helping guests.	0	
		Max Points	15	
Room service		The availability of room service is mandatory requirement for 3, 4 and 5 Star hotels.		
	1	Prompt and efficient arrangement. Telephone answered promptly. Order delivered with minimal delay within maximum of 30 minutes. Attentive manner. Orders correct, no items wrong or missing. Selection of condiments and high level of presentation. Quality cutlery and napkin provided. Dirty dishes removed at earliest convenience. 24 hours room service available.	15	
	2	Order taken in pleasant manner. Delivered promptly within 30 minutes. Positive attitude. Order correct. Asks if anything else required. Tray collected from outside room. If outsourced, a tray (or table) with quality plate and cutlery is provided by the hotel on which the guest can place the food. 18 hours room service available.	12	
	3	Order taken in a polite and pleasant manner. Delivered in	9	

		time within 40 minutes. 18 hours room service available.		
	4	Order taken efficiently. Order is correct and required condiments are provided.	7	
	5	Most items on the room service are available. Acceptable level of service and delivery. Tray may be left outside the room.	6	
	6	Long delay in answering phone. No knowledge of what is available. Room service not available until chefs come in for shift. Order wrong. No tray. Dirty dishes never taken or left for a long time to clear away.	0	
		Max Points	15	
Laundry service		Laundry services dry cleaning service is mandatory requirement for 4 and 5 Stars.		
		Full laundry/dry cleaning service 7 days a week.	7	
		Limited laundry/dry cleaning service minimum 3 days a week.	4	
		Limited laundry less than 3 days a week	3	
		Communal laundry provided	2	
		Express service available (2 hours or less).	3	
		Max Points	10	
Meal service	1	Exceptionally friendly, polite and professional staff. High level of knowledge about food and wine and recommendations provided to guests on best match of food and wine. Timing of courses is impeccable. Napkin replaced folded up every time guest leaves the table. Drinks topped up at regular intervals without being intrusive.	20	
	2	Cheerful friendly, polite and well-trained staff. Well-informed about food and wine. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good judgement on timing of courses and drinks. Any further needs are responded to. Excellent service, dirty dishes cleaned promptly and top-ups noted.	16	
	3	Well-motivated staff. Very good knowledge of food and wine.	12	
	4	Friendly staff, efficient service. Good knowledge of food and wine. Requests dealt with pleasantly.	10	
	5	Acceptable service levels. Neutral attitude by staff who are able to assist to a degree.	8	
	6	Inefficient slow service. Dirty dishes not cleared. Inappropriate cutlery and glasses supplied for each meal. Lack of knowledge of food and wine. Unfriendly and unhelpful demeanour.	0	
			Max Points	20
Check-out efficiency	1	Bill pre-prepared and every item explained by receptionist. Staff efficient with all methods of payment. Guests asked if they enjoyed their stay and if there was anything that did not meet their expectations. Guests also asked if they would like to be kept up to date with any future specials or special events. Positive last impression	15	
	2	Prompt attention. Bill correct in all details. Every item explained by receptionist. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment. Prompt attention and bill correct. Attempt at excellence. Cheerful demeanour.	12	
	3	Bill correct. Staff professional, friendly and efficient towards departing guests	9	
	4	Bill correct. Staff is efficient	7	
	5	Bill wrong and unexplained. Staff has no idea and is unwilling to assist the guests. Surly manner	6	
	6	Long wait. Staff unable to manage some forms of payment	0	
			Max Points	15
Tourist information	1	Information pack in bedrooms, reception or lounge. Information covers immediate and surrounding area as well as specific accommodation information. Books, pamphlets on matters of local interest, leisure facilities, etc. Staff well	15	

		versed on relevant tourist information and willing to inform tourists on the local area. Outstanding attention to personalized itineraries and interest in guest's information requirements is shown. Tour booking service available. Information TV or touch screens in reception area. A concierge service is also available.		
	2	Tourist information provided at reception or in rooms. Staff have excellent knowledge of local attractions and can provide it if asked. Staffs are willing to assist with bookings of activities if requested. A concierge service is also available	12	
	3	As above with a very good range of tourist information	9	
	4	Good variety of pamphlets available on surrounding area. Staff available to assist to a degree	7	
	5	Acceptable amount of information at reception only. Staff may have some gaps in required knowledge but can point customers in direction where they can get additional information	6	
	6	No information or out-of-date information. Staff unable to assist.	0	
		Max Points	15	
Communication and business facilities		Availability of business centre is mandatory for 3, 4 and 5 Star hotels		
		Automatic direct dial from the room	10	
		24/7 Operator assisted calls from the room	10	
		Limited operator assisted service	5	
		Pay telephone/office phone only (24hr access)	5	
		Current local phone book provided in all rooms	10	
		Additional handset provided in each room	10	
		Service directory and operating instructions provided in each room	10	
		Dedicated data line provided in room (Internet)	10	
		Wireless Internet access in all rooms	20	
		Business desk provided (in addition to table/bench Internet kiosk on property)	10	
		Photocopying facilities	10	
		Facsimile facilities (fax)	10	
	Wi-Fi in public areas	40		
		Max Points	160	

Subtotal General Services Maximum Points	305
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EVALUATION FORM 9: CATEGORY SPECIFIC CRITERIA FOR ADDITIONAL FACILITIES

Title	N°	Criteria	Indicative Score	Actual Score
Business, conference		Conference room for 50+	25	
		Conference/meeting room for 20+	15	
		Function/Banqueting Suite for 100+	15	
		Function/Banqueting Suite for 50+	10	
		Audiovisual equipment e.g. digital projector, screen, flipcharts, translation equipment	15	
		Soundproofing of conference and meeting rooms	15	
		VIP Bedroom Suite/s	15	
		Ability to use public areas for informal meetings	10	
		Gallery and entertainment facilities	15	
		Max Points	135	
Leisure		Large in-ground swimming pool (more than 20m x 5m)	20	
		Medium in-ground pool (more than 12m x 4m)	15	
		Small in-ground pool (less than 12m x 4m)	5	
		Pool usable in all seasons	10	
		Male and female Saunas	5	
		Spa/hot tub	5	
		Male and female steam rooms	5	

		Male and female massage provided in-house (professional)	5	
		2 Resident Lounges	5	
		2 Bars	5	
		Sporting Facilities/ Gym	5	
		Playground	10	
		Comprehensive recreation room	10	
		BBQ Area	10	
		Max Points	115	
General		Luggage storage (early arrivals/late departures)	25	
		Childcare facilities	25	
		Customer feedback card/mechanism	25	
		Lost and Found	15	
		Max Points	90	

Subtotal Additional Facilities Maximum Points	340
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ASSESSMENT FORM 10. CATEGORY SPECIFIC CRITERIA FOR SUSTAINABILITY

Title	N°	Criteria	Indicative Score	Actual Score
Waste		Water efficient dishwashers installed	4	
		Water-saving fittings in place (shower heads and taps which are fitted with aerators or specific water-saving fittings).	2	
		"No towel change" option for guests. Guests need to be informed on how to opt for this service i.e. to hang towels up if no change is required or leave on the floor if a change is required.	2	
		"No linen change" option for guests. Guests need to be informed on how to opt for this service.	2	
		Re-use of grey water for garden watering. Grey water from laundry, showers and hand basins can be treated and re-used.	2	
		Garden watering to be done either early morning or late afternoon to minimize evaporation.	4	
		In dry regions garden landscaping should be designed to reduce water requirements.	4	
		Reduced flush or twin flush cisterns in all or most toilets	3	
		Dish washing and laundry detergent is biodegradable	5	
		Green waste in composted	4	
		All paper products (forms, menus, table clothes, serviettes, letterheads, photocopy paper), are made from recycled paper.	2	
		Property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges, etc.	2	
		TVs, Stereo, DVD players and other electrical appliances switched off (not left on stand-by mode) between guests visits.	2	
		Max Points	40	
Energy		Central boiler	10	
		Energy-saving light sensors (automatically turn off lights in public areas such as hotel corridors, gym, games room, etc).	5	
		Light saving sources in all appropriate places – especially for shaving, make-up, contact lenses, reading.	5	
		Energy saving light bulbs are used for lighting features	5	
		Solar power / heating initiatives	5	
	Max Points	25		
Business practices		Property supports local community initiatives	5	
		Property supports local producers and buys in bulk where possible.	10	
		Max Points	15	

Subtotal Sustainability Maximum Points	80
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ASSESSMENT FORM 11. CATEGORY SPECIFIC CRITERIA FOR SAFETY AND SECURITY

Title	N°	Criteria	Indicative Score	Actual Score
Entry security	1	Computerized luggage scanner machine. Walk through scanner. 24hour professional security guards. Monitored security cameras in public areas.	30	
	2	Walk through scanner. 6am-12pm security guard. Monitored security cameras in public areas.	20	
	3	6am-12pm security guard. Monitored security cameras in public areas.	15	
	4	Porters/doormen trained in security measures. Closed Circuit TV (CCTV) in public areas.	10	
	5	Security staff are available but not professionally trained	5	
	6	No security measures in place	0	
		Max Points	30	
Fire safety	Excellent	Fire extinguishers in working order in all public, sales and kitchen areas. Hose reel on every floor. Fire alarm in all public and work areas and on every floor, smoke detector and sprinkler system in guest bedrooms and every floor. Doors, carpets and soft furnishings fire retardant in guest bed rooms and public areas. Hotel staff trained in fire drill exercises, first aid service and accident prevention. Emergency evacuation instructions in all rooms in English and Amharic.	30	
	Good	Fire extinguishers in working order in all public, sales and kitchen areas. Hose reel on every floor. Fire alarm in all public and work areas and on every floor, smoke detector and sprinkler system on every floor. Doors, carpets and soft furnishings fire retardant in public areas. Hotel staffs trained in fire drill exercises, first aid service and accident prevention. Emergency evacuation instructions in all rooms in English and Amharic.	20	
	Acceptable	Fire extinguishers in working order in all public, sales and kitchen areas. Fire alarm in all public and work areas and on every floor, smoke detector in every floor. Hotel staffs trained in fire drill exercises, first aid service and accident prevention. Emergency evacuation instructions in all rooms in English and Amharic.	10	
		Max Points	30	
Medical, first aid		Doctor/clinic on call	20	
		First Aid boxes available on demand	15	
		Dedicated treatment/recovery room	15	
		Max Points	50	

Subtotal Security and Safety Maximum Points	110
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ASSESSMENT FORM 12. CATEGORY SPECIFIC CRITERIA FOR STAFF FACILITIES AND TRAINING

Title	N°	Criteria	Indicative Score	Actual Score
Qualifications and training		A general manager with relevant qualification and experience in hotel management is mandatory for all star hotels.		
	Excellent	General manager possesses a minimum of ten years experience of hotel industry and at least five in middle management position with a hotel management degree level education. 95% of full time staff of more than one year service have undergone formal training course externally or professionally delivered in-house and passed COC exam	20	
	Good	General manager possesses a minimum of five years experience of hotel industry and at least two in middle management position with a hotel management degree	15	

		level education. 75% of full time staff of more than one year service have undergone formal training course externally or professionally delivered in-house and passed COC exam.		
	Acceptable	General manager possesses a minimum of five years experience of hotel industry and at least two in middle management position with hotel management degree. 50% of full time staff of more than one year service have undergone formal training course externally or professionally delivered in-house and passed a COC exam	10	
		Max Points	20	
Work conditions, staff facilities		Document human resource management policy specifying employee reward, transfer in house and external training program and availability of training department	20	
		Written hotel employees right and duties, ethics and management guidelines, information/employee handbook	20	
		Well designed and equipped staff cafeteria/dining room with seating for all staff on shift	20	
		Gender separated and private changing room	20	
		Separate washroom and toilet for males and females, with hot and cold running water with mirror, tissue paper, soap and towels	20	
		Individual lockable lockers	20	
		Max Points	120	

Subtotal Staff Facilities and Training Maximum Points	160
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6. SUMMARY OF POINTS AND STAR GRADING

Evaluation form N°	AREAS	SCORE
Section 1. Basic standards accommodation		
1	EXTERIOR	___/72
2	BEDROOMS	___/288
3	BATHROOMS	___/164
4	PUBLIC AREAS	___/200
FINAL TOTAL Section 1. Basic standards		___/724
Section 2. Category specific standards – HOTELS		
5	BAR AND DINING FACILITIES	___/285
6	KITCHEN	___/100
7	HOUSEKEEPING AND MAINTENANCE	___/165
8	GENERAL SERVICES AND SERVICE	___/305
9	ADDITIONAL FACILITIES	___/340
10	SUSTAINABILITY	___/80
11	SAFETY AND SECURITY	___/110
12	STAFF FACILITIES AND TRAINING	___/160
FINAL TOTAL Section 2: Category specific standards		___/1545
FINAL TOTAL Sections 1+2		2269

Minimum % Scores per Grade for each section

Grade	%
5 star Grand Luxe	90
5 star	80
4 star	70
3 star	60
2 star	50
1 star	30

Percentage must be scored in Sections 1 and 2.

THE AWARDS

There are five quality star grades awarded for the standard of facilities and services:

★★★★★GL Grand Luxe ★★★★★ Exceptional ★★★★★ Excellent ★★★ Very Good
★★ Good ★ Acceptable



Organization and Objectives

The Ethiopian Standards Agency (ESA) is the national standards body of Ethiopia established in 2010 based on regulation No. 193/2010. ESA is established due to the restructuring of Quality and Standards Authority of Ethiopia (QSAE) which was established in 1970.

ESA's objectives are:-

- ❖ Develop Ethiopian standards and establish a system that enable to check whether goods and services are in compliance with the required standards,
- ❖ Facilitate the country's technology transfer through the use of standards,
- ❖ Develop national standards for local products and services so as to make them competitive in the international market.

Ethiopian Standards

The Ethiopian Standards are developed by national technical committees which are composed of different stakeholders consisting of educational Institutions, research institutes, government organizations, certification, inspection, and testing organizations, regulatory bodies, consumer association etc. The requirements and/or recommendations contained in Ethiopian Standards are consensus based that reflects the interest of the TC representatives and also of comments received from the public and other sources. Ethiopian Standards are approved by the National Standardization Council and are kept under continuous review after publication and updated regularly to take account of latest scientific and technological changes.

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