

Guidance notes for small serviced operators quality grading

This category is to reflect:
Guest House, Bed & Breakfast
and Guest Accommodation



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1.0 General Overview

1.1 What is Quality?

When we are assessing quality we take into account the following:

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

1.2 Grading – Assessment for a Quality Rating

Assessed establishments will be given an overall quality rating on a scale of One to Five Star.

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

1.3 Grading – Assessing the Quality Score

During our assessment we will give a quality score equivalent to a Star rating for every aspect of your business that we evaluate, as outlined in the following sections.

This establishes an overall percentage score for quality. We determine your quality rating by using this percentage against a series of Quality Grading Bandings as listed below. This will be your Star rating as long as you meet the relevant standard in the key quality areas: cleanliness, hospitality and friendliness, bedrooms, bathrooms and breakfast. All other relevant Minimum Entry Requirements must also be met. So, for example, to achieve a rating of Four Star, all of the key areas must meet a Four Star quality level and the overall total percentage must be between 70% and 84%.

1.0 General Overview

1.4 Grading Bands

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

1.5 Quality Indicators

Examples are given of the level of quality expected to achieve a quality level of One to Five Star for each area of Assessment.

We use phrases such as 'acceptable', 'good', and 'very good' to signify ascending levels of quality in broad terms only. They are deliberately non-specific because we recognise the wide variety of quality elements that can be included. The Quality Indicators represent typical expectations for condition and intrinsic quality. They are neither definitive nor exhaustive.

2.0 Quality Bands and Conditions

2.1 Cleanliness

Minimum Entry Requirements

- 1 Star**
 - All surfaces clean and free from dust.
 - All rooms vacuumed daily.
 - Public areas kept tidy.
- 2 Star**
 - A quite good standard overall, although some areas may be overlooked.
- 3 Star**
 - Some evidence of attention to detail, particularly high and low level dusting and areas which come into contact directly with the guests e.g. bedding and crockery, WCs and baths.
 - Soft furnishings and carpets well-maintained.
 - All areas free from clutter.
 - All areas smelling fresh and clean.
- 4 Star**
 - Clean and freshly polished surfaces. Soft furnishings and carpets regularly deep-cleaned.
 - Greater attention to detail, with high overall standards.
 - Hygienically stored spare blankets and pillows in bedrooms.
- 5 Star**
 - Clearly a pristine finish.
 - Gleaming surfaces. No smears or marks. Evidence of thorough cleaning.
 - Spotless soft furnishings and carpets.
 - Bedding visibly crisp and clean.

2.2 Hospitality and Friendliness

Minimum Entry Requirements

- 1 Star**
 - Limited guest contact and interaction.
- 2 Star**
 - All guests dealt with promptly and in a courteous and helpful manner.
- 3 Star**
 - A positive and friendly attitude from cleanly attired proprietors and staff.
 - Good first and last impression with a welcoming smile.
- 4 Star**
 - Attentive, more personalised service with very good levels of customer care such as use of guest's name.
 - Pro-active approach to guests with effort made at social interaction and conversation.
 - Guests made to feel very much at home with a warm cheerful welcome on arrival.
- 5 Star**
 - Guests personally greeted on arrival.
 - Awareness and anticipation of individual guest's needs with nothing being too much trouble.
 - An offer of additional services such as fresh milk, use of the telephone, information on the locality and recommendations for eating out etc.
 - Excellent first and last impression.

2.0 Quality Bands and Conditions

2.3 Service and Efficiency

2.3.1 Booking and Arrival

Minimum Entry Requirements

- 1 Star**
 - Basic guest details recorded on booking. Access on arrival may be restricted.
 - Guests allocated to their rooms.
- 2 Star**
 - Competent telephone manner when taking bookings with a better range of details taken, e.g. guest names, addresses, telephone number, dates of stay, number of single/double rooms required etc.
 - Guests made aware of any access restrictions when they are booking.
 - Sound registration procedures.
- 3 Star**
 - Organised approach for dealing with guest enquiries, reservations, correspondence, complaints etc.
 - Willingness to help guests on arrival.
 - Confirmation on request.
- 4 Star**
 - Competent and efficient booking procedure with directions offered.
 - Escort to the bedrooms and indication given of public areas.
 - Offer made of assistance with luggage.
 - Written confirmation provided on request, by letter, email, fax or text.
- 5 Star**
 - Usually no more than five rings before telephone is answered.
 - Bookings handled in a professional manner that makes the guest feel welcome and gives confidence that details have been accurately recorded.
 - Confirmation letter and directions sent by post/fax/email.
 - Guests shown to rooms with luggage assistance. Explanation of accommodation and bedroom facilities.
 - Appropriate use of guest's name.
 - Offer of refreshment on arrival.

2.0 Quality Bands and Conditions

2.3.2 Dinner (where served) and General Services

Minimum Entry Requirements

- 1 Star**
 - Adequate social and service skills.
 - Tables laid appropriately for the meal being served.
- 2 Star**
 - Competent service with helpful attitude.
 - Reasonable food and drink knowledge.
- 3 Star**
 - Prompt response to requests for additional services such as iron and ironing board, fresh milk etc.
 - In larger establishments, all requests and any contact with reception or bars efficiently handled in a timely and professional manner.
 - Where an evening meal is not served, help is provided, on request, to find a place to eat/drink.
 - Where an evening meal is served, verbal or written explanation of dinner dishes available.
 - Good food and drink knowledge.
 - A well-paced meal service.
- 4 Star**
 - A willingness to provide additional services such as providing fresh milk on request or on the tea tray.
 - Spontaneously offered help in finding a place to eat or drink.
 - A high standard of food and drink knowledge.
 - More attentive service such as offering bread and water, prompt table clearing and satisfaction checks.
- 5 Star**
 - Where an evening meal is not served, detailed information and/or menus about local dining options provided.
 - Pro-active offer of additional services e.g. warming and lighting a bedroom in winter before a guest arrives. Efficient service with high levels of technical skills and anticipation of guests' needs.
 - Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
 - Proprietors and staff able to provide guests with advice on menu and wine list (where provided).

2.0 Quality Bands and Conditions

2.3.3 Breakfast

Minimum Entry Requirements

- 1 Star**
 - Adequate social and service skills.
 - Tables laid appropriately for the meal being served.
- 2 Star**
 - Competent service with helpful attitude, timely awareness of guests' arrival in the breakfast room.
 - Reasonable knowledge about what is on offer.
- 3 Star**
 - Breakfast buffet items kept topped up.
 - Verbal or written explanation of available breakfast choices.
 - Good product knowledge.
 - A well-paced meal service.
- 4 Star**
 - It is acceptable to ask guests to pre-order breakfast the day before to reduce wastage.
 - A high standard of food knowledge. More attentive service e.g. the offer of hot drinks and toast.
 - Prompt table clearing and satisfaction checks.
- 5 Star**
 - Clean and well-presented menus.
 - Efficient service with high levels of technical skills and anticipation of guests' needs.
 - Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
 - Highly attentive service with the offer of fresh hot drinks, toast etc.

2.3.4 Departure

Minimum Entry Requirements

- 1 Star**
 - Adequate service on departure with limited guest contact.
 - Bill provided upon request.
- 2 Star**
 - No undue delays for the guest on departure.
 - Proprietors and staff willing to assist if bill is unclear or inaccurate.
- 3 Star**
 - Efficient procedures for handling guest departure.
 - Accurate bill prepared in advance of guests' departure.
- 4 Star**
 - Prompt attention when summoned.
 - Proprietors and staff well versed in all methods of payment where appropriate.
 - Exchange of pleasantries upon departure.
- 5 Star**
 - Awareness that departing guests are ready to pay, and that proprietors or staff make themselves available.
 - Bill correct in all details and clearly presented and explained.
 - Guests asked if they enjoyed their stay.
 - Offer of assistance with luggage, and offer of directions to next destination.

2.0 Quality Bands and Conditions

2.4 Exterior

2.4.1. Buildings, Appearance and Condition

Minimum Entry Requirements

- 1 Star**
 - Exterior of buildings maintained in a sound, clean condition.
 - Adequately maintained property, overall.
- 2 Star**
 - Overall tidiness, including window boxes, hanging baskets, tubs etc. where appropriate.
 - Signs of ageing and defects limited to a small number of areas.
 - Neat appearance of outbuildings.
- 3 Star**
 - Well-maintained property and outbuildings. Some natural weathering may be present.
 - Attractive use of window boxes, hanging baskets and tubs where appropriate.
 - Where displayed, signs maintained in good condition.
- 4 Star**
 - Very good maintenance of stonework and paintwork, although some natural weathering is acceptable.
 - Some additional external features to enhance the appearance. This includes window boxes, especially in properties without a garden.
- 5 Star**
 - Excellent standards of external maintenance including outbuildings and signs, allowing for the age of the building.
 - Fresh, well-maintained paintwork in a new building. No unsightly staining and stonework in older buildings.
 - Addition of features such as flower tubs and window boxes where appropriate.
 - Attractive architectural features and decorations.
 - Well illuminated and clearly signed.

2.0 Quality Bands and Conditions

2.4.2 Grounds / Gardens / Frontage

Minimum Entry Requirements

- 1 Star**
 - An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept.
 - Safe pathways.
 - Adequately maintained driveway.
- 2 Star**
 - Refuse bins and storage areas kept discreetly positioned.
 - Evidence of more effort made to make gardens more attractive, tidy and litter free.
 - Pathways without trip hazards.
- 3 Star**
 - Well-maintained and tidy grounds, driveways, footpaths etc.
 - Attractive overall appearance.
 - Effective lighting and signage where required e.g. long driveway.
 - Easy access. Well-maintained surface.
- 4 Star**
 - Dustbin area not visible and preferably screened.
 - High standards of maintenance in the garden. Generally tidy flowerbeds, pathways and hedges with all trees and shrubs well tended.
 - Evidence of some attention to detail e.g. well-surfaced, pothole-free driveways, colourful borders and wide level pathways.
- 5 Star**
 - Attractively maintained, well tended borders or shrubs, tidy pathways and edges, lawns in good condition and well-cut, hedges trimmed and an overall attempt to maintain an attractive appearance throughout the year.
 - Good attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features e.g. gazebo, pergola, summerhouse etc.
 - Excellent, well-positioned lighting and signage.

2.4.3 Car Parking (where provided)

Minimum Entry Requirements

- 1 Star**
 - Reasonably easy, safe and adequately maintained parking.
 - In a B&B, a less formal provision of parking might be appropriate.
- 2 Star**
 - Some attempt to manage parking arrangements.
- 3 Star**
 - Good, easy access with signage as appropriate.
 - Adequate lighting.
 - A more structured approach to parking for establishments who receive non-residents.
- 4 Star**
 - Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival. This may be informal.
- 5 Star**
 - Ample car parking spaces, clearly signed.
 - Good, well-positioned lighting.
 - Consideration given to the security of the guests' cars.
 - Paths and steps well lit at night.

2.0 Quality Bands and Conditions

2.5 Other Public Areas

2.5.1 Reception – Quality and Condition; Stairs, Corridors, Hallways and Landings – Quality and Condition; Recreation/Public WCs, etc. – Quality and Condition

Minimum Entry Requirements

- 1 Star**
 - The decoration, furniture, furnishings, fittings and flooring of an acceptable quality and condition.
 - A sparing but adequate provision of appropriate furniture, furnishings and fittings in terms of quality.
 - Adequate space for guests' comfort.
 - Acceptable environment for guests without disturbing levels of noise, music, smells, pets etc.
 - Any recreational facilities in an acceptable condition.
- 2 Star**
 - The decoration, furniture, furnishings, fittings and flooring of a quite good quality and condition.
 - Sufficient space allowing for guests to register and settle bills.
 - Any recreational facilities in a well-maintained condition.
- 3 Star**
 - The decoration, furniture, furnishings, fittings and flooring of a good quality and condition.
 - Good-quality furniture, substantial, lined curtains, good use of coordination and well-fitted, good-quality flooring.
 - Particularly well-lit stairs, landings and corridors.
 - Good space to allow a good degree of comfort for guests.
 - Some personal touches, e.g. books, magazines, local historical information etc.
 - Public WCs kept clean and well ventilated.
- 4 Star**
 - The decoration, furniture, furnishings, fittings and flooring of a very good quality and condition.
 - Very good quality wall coverings and paintwork. Use of pictures where appropriate, particularly on plain walls.
 - Space to allow for a small reception desk/area where guests can register and pay their bills easily.
 - Recreational facilities, if any, to be in a very good condition.
- 5 Star**
 - The decoration, furniture, furnishings, fittings and flooring should be of an excellent quality and condition. Attractive use of pictures, prints and other decorative relief as appropriate.
 - High degree of comfort with generous flat surface for guests to register and pay their bills.
 - Excellent coordination of furniture and fabrics.
 - Excellent levels of lighting in all areas.
 - Fresh and clean atmosphere in the area where guests are received.
 - Public WCs and recreational facilities, where provided, in excellent condition.

2.0 Quality Bands and Conditions

2.6 Bedrooms - Quality and Condition

2.6.1 Decoration

Minimum Entry Requirements

- 1 Star**
 - Functional decoration and limited coordination.
 - Limited pictures and wall hangings.
- 2 Star**
 - Decoration may be old, but not damaged, scratched or torn.
- 3 Star**
 - Coordinated interior decoration.
 - Well-finished, good quality wall coverings and paint work.
 - Wall and ceiling coverings well applied.
 - Use of pictures etc. where appropriate, particularly on plain walls.
- 4 Star**
 - Very good standard of decoration with use of high quality pictures and prints where applicable.
 - Some effort made to hide surface-mounted pipes and wires.
- 5 Star**
 - Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures.
 - High quality wall coverings with professional finish to all aspects of decoration.
 - Attractive use of pictures, prints and other decorative relief.
 - Consideration may be given to historic properties and listed buildings.

2.0 Quality Bands and Conditions

2.6.2 Furniture, Furnishings and Fittings

Minimum Entry Requirements

- 1 Star**
 - A limited range of furniture, furnishings and fittings in terms of quality and range.
 - Limited coordination of furniture, furnishings and fittings.
 - Light and heating fittings of adequate quality and safety for the style, size, and shape of the bedroom.
 - All window coverings correctly fitted, with sufficient width and height to draw completely across the window.
- 2 Star**
 - A greater provision of furniture, which may be dated but will be sound and fit for the purpose. Alternatively, furniture may have been excellent quality, but now showing signs of age, wear and tear.
 - No great degree of comfort for the guest.
 - Better quality curtains that are clean and easy to draw.
 - Lighting and heating fittings of quite good quality and in a quite good condition.
- 3 Star**
 - Good quality furniture, in a sound and usable condition.
 - Good use of coordination.
 - Size and amount of furnishings in proportion to the space available.
 - Well-positioned lights giving good levels of illumination.
 - Good quality light fittings with appropriate shades.
 - Substantial, lined curtains.
- 4 Star**
 - High quality furniture, furnishings and fittings. Not necessarily new, but furniture still offering substantial comfort.
 - Full curtains, possibly with additional embellishments such as tiebacks.
- 5 Star**
 - Excellent quality, modern reproduction or antique furniture. Some excellent antique furniture may show signs of distress which does not detract from its excellence (depending on the degree of deterioration).
 - A more extensive range of furniture offering a greater degree of comfort and higher quality including, at least, two comfortable chairs.
 - Excellent coordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.
 - Curtains denoting a degree of luxury with good use of pelmets and tiebacks, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light.
 - Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
 - Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiator covers.

2.0 Quality Bands and Conditions

2.6.3 Flooring

Minimum Entry Requirements

- 1 Star**
 - Adequate comfort to flooring. Some signs of wear and tear may be evident.
 - Not necessarily professionally fitted.
- 2 Star**
 - Quite good quality flooring, but carpets may have a high man-made fibre content.
- 3 Star**
 - Well-fitted, good quality flooring in sound condition and comfortable under foot
 - Wooden floors in good condition.
 - Some underlay for carpeting.
- 4 Star**
 - High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.
- 5 Star**
 - Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition,) with substantial underlay.
 - Polished floorboards or high quality laminate with rugs.

2.6.4 Beds / Bedding

Minimum Entry Requirements

- 1 Star**
 - Acceptable quality, but mattresses may be thin and bases shallow. Clean, secure headboards or equivalent.
 - Adequately presented beds with clean linen and bed covers in good repair. • Adequate range of bedding, including sufficient blankets.
- 2 Star**
 - Beds and bedding of a quite good quality. Well-maintained beds and mattresses.
 - Bedding may be faded, but some attempt at coordination.
- 3 Star**
 - Good quality, comfortable bed. Firm mattress and sound base.
 - Bed frames may be of older style, but in good condition.
 - Well-presented beds with good quality, freshly laundered, coordinated linen and bedding.
 - Clean and fresh additional bedding, preferably wrapped, provided in guest rooms.
- 4 Star**
 - Very good firm / deep mattresses and sound bases. Headboards offer a degree of comfort.
 - Very good quality linen coordinated with bedding and decoration theme. Possibly a choice of pillows e.g. hollow fibre or feather.
 - The presentation of some styles of bed may benefit from the presence of a valance.
 - Additional bedding provided in guest rooms to be wrapped.
- 5 Star**
 - Excellent quality bed e.g. sprung mattress and high quality base. Clean headboard offering a high degree of comfort.
 - Coordinated and crisply laundered linen changed at least every two days. A choice of bedding available e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating.
 - Beds and bedding all of a high quality and coordinated with bedroom décor and other soft furnishings.
 - High standard of overall presentation. Appropriate use of valances, pillows and cushions.

2.0 Quality Bands and Conditions

2.6.5 Lighting / Heating / Ventilation – Quality of Provision

Minimum Entry Requirements

- 1 Star**
 - Adequate lighting levels for the style, size, and shape of the bedroom.
 - Effective heating in rooms at all reasonable times.
 - Heating levels appropriate to the size of bedroom, possibly may not be automatic or fixed.
- 2 Star**
 - Quite good levels of lighting. Possibly a main light and one bedside light. Wattage higher than the cumulative minimum of 160/220 watts. Heating may be free standing, but might be automatic or thermostatically controlled.
- 3 Star**
 - Well-positioned lights giving good levels of illumination which is easily controllable at night.
 - Ample natural light.
 - Effective levels of heating providing overall uniform temperature.
 - Properly fitted, thermostatically controlled heating.
- 4 Star**
 - Very good levels of light with easy access to controls. Different types of lighting may be used for practical or aesthetic reasons e.g. halogen downlights, standard lamps or picture lights.
 - Properly fitted automatic heating which may be thermostatically controlled.
- 5 Star**
 - Variety of quality lights, well-positioned and effective for all purposes, e.g. reading and at the dressing table.
 - Controllable lighting, giving variable levels of light as appropriate. This may include main bedroom light controlled by door and bed.
 - Individual thermostatically controlled heating. Some older storage heaters might not meet this requirement.
 - Fans for guests' comfort available on request in hot weather.

2.6.6 Bedroom Accessories

General

These are NOT requirements but, if they are provided, their quality, range, presentation and ease of use will be taken into account in the assessment.

Examples include: ingredients and equipment for making hot drinks, digital TV, Ipod docks, Wi-Fi, radio, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hot water bottles, trouser press, fridge, writing materials, tissues etc.

Minimum Entry Requirements

- 1 Star**
 - Very limited in range and quality.
- 2 Star**
 - Small range of quite good quality
- 3 Star**
 - Good range and quality.
- 4 Star**
 - A substantial range of very good quality accessories.
- 5 Star**
 - Excellent range of high quality accessories.

2.0 Quality Bands and Conditions

2.6.7 Space, Comfort, Ease of Use

Minimum Entry Requirements

- 1 Star**
 - Doors and drawers should be able to be fully opened, without having to move other furniture.
 - Room large enough to contain all necessary furniture, but little thought given to layout.
 - Provides reasonable free movement not unduly restricted by intrusive low beams. Large furniture possibly dominating the room, making it less usable.
 - Reasonable sound insulation with minimal intrusive noise from plumbing, corridors etc.
- 2 Star**
 - Room sizes will need to be larger with significantly more usable space around furnishings and fittings.
 - Uncluttered rooms.
 - Satisfactory seating for style of accommodation.
- 3 Star**
 - Sufficient space to allow free movement and a good degree of comfort.
 - Easy use of all bedroom facilities.
 - Convenient layout of furniture for practical use.
 - TV, where provided, visible from sitting area or bed.
 - Good access to both sides of a double bed.
 - Practical, comfortable chairs.
 - Ample socket provision for all provided equipment.
- 4 Star**
 - Well-planned layout of furniture to maximise use of the free space. Rooms could be smaller, but considered planning means free space is just as useable.
 - Very good access to both sides of a double bed.
 - One chair per guest possibly provided.
 - Spare and accessible sockets that are well placed for all uses.
 - Minimal noise.
- 5 Star**
 - A spacious, well-planned room with furniture in suitable convenient places to allow a high degree of comfort. Area available for luggage storage without cluttering the room and obstructing access.
 - Easy and convenient use of facilities, e.g. use of surfaces without moving tea tray or TV (where provided), access to power points etc.
 - Comfortable easy chairs.
 - Appropriate levels of flat, clear surface to suit the market e.g. establishments attracting business people may need to provide working space.
 - Generous access to both sides of a double bed.
 - No intrusive noise.

2.0 Quality Bands and Conditions

2.7 Bathrooms / En-Suites / WCs - Quality and Condition

2.7.1 Decoration

Minimum Entry Requirements

- 1 Star** • Functional decoration and tiling. No real coordination.
- 2 Star** • Decoration possibly old, but not damaged, scratched or torn.
- 3 Star** • Well-finished, good quality wall coverings and paint work.
 - Wall and ceiling coverings well applied.
- 4 Star** • Very good standard of decoration, possibly recently re-decorated but not of highest quality. Or excellent quality with some slight ageing.
 - Some effort made to hide surface-mounted pipes and wires.
- 5 Star** • Excellent interior design, with considerable attention to detail and everything in pristine condition.
 - Professional finish to all aspects of decoration with high quality décor and tiling. Sealant and grouting immaculate.
 - Attractive use of pictures, prints and other decorative relief, where appropriate.

2.7.2 Fixtures and Fittings

Minimum Entry Requirements

- 1 Star** • Fittings of an acceptable quality.
 - Correctly fitted, appropriate window covering.
 - Provision of flat surface for guest belongings.
 - Adequate quality lighting and heating fittings.
 - Adequate, but sparing towel rail provision.
- 2 Star** • Fittings of a quite good quality, but may be dated or worn.
 - Sanitary ware may not be matching and may include plastic washbasins, shower trays etc.
- 3 Star** • Solid, matching, good quality and well-fitted appliances. Coordinated sanitary ware.
 - No small baths or undersized showers with awkward access.
 - Good quality light fittings.
 - Well-fitted window covering, with sufficient width and height to draw completely across the window.
 - Good shelf space for guests' belongings.
- 4 Star** • Good sized bath and washbasin. Shower screen or high quality shower curtain.
 - Very good quality bath and shower trays – probably ceramic/enamel or composite.
 - Generally high quality fittings throughout with only slight wear. All sanitary ware in good order, no cracks, crazing or dull finishes.
 - High quality taps and showers with strong and refreshing flow of water, easy to control.
- 5 Star** • High quality, solid, well-made fittings in excellent order, all in matching style.
 - Sturdy cast iron or steel and enamel bath. High quality shower cubicles or screens.
 - Power showers or high quality fittings which are responsive, thermostatically controlled and easy to use.
 - Plenty of hot water at all times.
 - Generous amount of towel rail space.
 - Heated towel rail, or towel rail fitted above radiator.

2.0 Quality Bands and Conditions

2.7.3 Flooring

Minimum Entry Requirements

- 1 Star**
 - Adequate comfort to flooring, Some signs of wear and tear may be evident.
 - Possibly not fitted professionally. Best practice suggests that washable flooring is more hygienic than carpeting.
- 2 Star**
 - Quite good quality flooring, but any carpets may have a high man-made fibre content.
 - Vinyl flooring or tiles should have little damage.
- 3 Star**
 - Well-fitted, good quality flooring in sound condition and comfortable under foot.
 - Wooden floors in good condition.
 - Some underlay for carpeting.
- 4 Star**
 - High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
 - Normally professionally fitted.
- 5 Star**
 - Professionally fitted, high quality carpeting, tiles, vinyl or laminate.
 - Polished floorboards or high quality laminate with rugs.
 - Where the flooring is tiled, grouting and sealant is in excellent order.

2.7.4 Lighting, Heating and Ventilation

Minimum Entry Requirements

- 1 Star**
 - Adequate lighting levels for the style, size, and shape of the bathroom.
 - Adequate heating for size of room at all reasonable times, may not be automatic, but should be fixed for safety.
 - Effective ventilation. Possibly window only.
- 2 Star**
 - Quite good levels of lighting. Possibly main light only.
 - Heating offering a good level of heat which might be automatic or thermostatically controlled.
- 3 Star**
 - Well-positioned lights giving good levels of illumination particularly by the mirror. Ample natural light.
 - Comfortable heating levels, appropriate to the room size and providing overall uniform temperature.
- 4 Star**
 - Very good levels of light especially over or next to the mirror.
 - Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen down lighters.
 - Properly fitted, automatic, thermostatically controlled heating.
- 5 Star**
 - Well-positioned, good quality lights giving good levels of illumination for various purposes, e.g. shaving, applying make-up etc.
 - Responsive, thermostatically controlled, automatic heating. Some older storage heaters possibly don't meet this requirement. Heating source possibly a heated towel rail or under-floor heating.
 - Where there is a window, an extractor fan as well as the window will be expected.

2.0 Quality Bands and Conditions

2.7.5 Towels and Toiletries – Quality, Range and Presentation

Minimum Entry Requirements

- 1 Star**
 - Satisfactory quality, with minimum range and size of towels.
 - Soap only provided. Possibly unwrapped or in a dispenser of acceptable quality.
 - No evidence in public/ shared bathrooms of proprietors' personal belongings.
- 2 Star**
 - Towels possibly slightly thicker and matching.
 - Soap may be of average quality, but possibly wrapped. Additional accessories - if any - possibly of a basic quality and presentation.
- 3 Star**
 - A better range of good quality absorbent towels.
 - Towels changed at least every three days except where, as part of an environmental policy, guests are invited and agree to a less frequent change.
 - Good quality toilet paper and a range of quality toiletries including wrapped soap, shampoo etc. Large bottles of proprietary brands are acceptable but should be kept topped up.
- 4 Star**
 - High quality, soft and fluffy towels, smelling clean and fresh. Face cloth may be included.
 - Toiletries of a higher quality with better packaging and presentation - perhaps all part of the same range.
- 5 Star**
 - Greater range of quality towels, e.g. bath sheets, bathrobes and flannels.
 - Towels changed every two days, except where, as part of an environmental policy, guests are invited and agree to a less frequent change.
 - Luxury toilet paper and a good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc.

2.7.6 Space, Comfort and Ease of Use

Minimum Entry Requirements

- 1 Star**
 - Adequate space with satisfactory layout and sufficient free movement.
 - Adequate water pressure and satisfactory drainage.
 - Flat surface available for guests' belongings.
- 2 Star**
 - Quite good levels of comfort. Possibly limited space but guests should be able to use facilities comfortably with convenient access to bath, shower and WC.
- 3 Star**
 - Sufficient space to allow easy access to the facilities.
- 4 Star**
 - Well-planned layout of sanitary ware and fittings to maximise convenience and ease of use.
 - Very good provision of shelf space for guests' toiletries etc.
- 5 Star**
 - Ample space to allow easy access to the facilities.
 - Plenty of provision for laying out toiletries, shaving equipment and hanging up clothes. Convenient layout.
 - Minimal noise from plumbing.

2.0 Quality Bands and Conditions

2.8 All Public Areas including Lounges, Bars, Halls, Stairs, Landings and Public WCs

2.8.1 Decoration

Minimum Entry Requirements

- 1 Star**
 - A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity.
 - Functional décor and limited coordination. Limited pictures and wall hangings.
- 2 Star**
 - Decoration may be old, but not damaged, scratched or torn.
 - More attempt at coordination.
- 3 Star**
 - Coordinated interior decoration.
 - Well-finished, good quality wall coverings and paint work.
 - Wall and ceiling coverings well applied.
 - Use of pictures etc where appropriate, particularly on plain walls.
- 4 Star**
 - Very good standard of decoration with use of high quality pictures and prints where applicable.
 - Some effort made to hide surface-mounted pipes and wires.
- 5 Star**
 - Excellent interior design with high attention to detail. Thoughtful coordination of patterns, colours and textures.
 - High quality wall coverings with professional finish to all aspects of decoration.
 - Attractive use of pictures, prints and other decorative relief.

2.8.2 Furniture, Fittings and Furnishings

Minimum Entry Requirements

- 1 Star**
 - Furniture, furnishings and fittings of limited quality, range and coordination.
- 2 Star**
 - A greater provision of furniture, which may be dated, but will be sound and fit for the purpose. Or furniture possibly once excellent, but now showing signs of age and wear and tear.
 - Curtains to be a better quality, clean and free from stains.
- 3 Star**
 - Good quality, functional furniture in a sound condition.
 - Range of good quality sofas and/or armchairs in lounges.
 - Good quality light fittings with appropriate shades.
 - Substantial, lined curtains with good use of coordination.
 - Some personal touches e.g. books, magazines, local historical information etc available in lounges.
- 4 Star**
 - High quality furniture, furnishings and fittings – not necessarily new, but still offering substantial comfort. Or good quality furniture in excellent, new condition.
 - Light fittings varied and of very good quality and condition.
 - Curtains to be full.
- 5 Star**
 - Comfortable lounge, generally separate from dining room.
 - All furniture in excellent quality and condition. This could be modern, reproduction or antique furniture.
 - A more extensive range of furniture offering a greater choice of seating.

2.0 Quality Bands and Conditions

- Excellent coordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.
- Curtains denoting a degree of luxury, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light.
- Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
- Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiators covers.

2.8.3 Flooring

Minimum Entry Requirements

- 1 Star**
 - Adequate quality flooring. Some signs of wear and tear may be evident.
 - Possibly not professionally fitted.
- 2 Star**
 - Quite good-quality flooring, but carpets may have a high man-made fibre content.
- 3 Star**
 - Well-fitted, good quality flooring in sound condition and comfortable under foot.
 - Wooden, stone or tiled floors in good condition, some underlay for carpeting.
- 4 Star**
 - High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.
- 5 Star**
 - Professionally fitted, high quality carpeting, e.g. high percentage wool content in excellent condition with substantial underlay.
 - Polished floorboards or high quality laminate with high quality rugs or mats where appropriate.

2.8.4 Lighting and Heating-Quality of Provision

Minimum Entry Requirements

- 1 Star**
 - Adequate lighting levels for the style, size, and shape of the room.
 - Effective heating in rooms at all reasonable times.
 - Heating levels appropriate to the size of the room. Possibly not automatic or fixed.
- 2 Star**
 - Quite good levels of lighting.
 - Heating may be free standing, but might be automatic or thermostatically controlled.
- 3 Star**
 - Well-positioned lights giving good levels of illumination.
 - Effective levels of heating providing overall uniform temperature.
 - Properly fitted, thermostatically controlled heating.
- 4 Star**
 - Very good levels of light where different types of lighting may be used for practical, aesthetic and ambience reasons e.g. halogen downlights, standard lamps or picture lights.
 - Properly fitted, automatic heating which may be thermostatically controlled.
- 5 Star**
 - Variety of types of lighting giving good levels of illumination for all practical purposes such as reading menu and wine list in bars etc.
 - A positive effort made to ensure that heating meets the guests' needs. Likely to be automatic, thermostatically controlled heating. Some older storage heaters may not meet this requirement. Backup source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect fires.

2.0 Quality Bands and Conditions

2.8.5 Space, Comfort and Ease of Use

Minimum Entry Requirements

- 1 Star**
 - Room large enough to contain all necessary furniture. Little thought given to layout but adequate space for guest comfort.
 - Large furniture possibly dominating a room, making it less usable.
 - Acceptable environment for guests without disturbing levels of noise, music, smells, smoke, pets etc.
- 2 Star**
 - Room sizes will need to be greater with significantly more usable space.
 - Uncluttered rooms.
 - No great degree of comfort for the guest.
- 3 Star**
 - A lounge shared with the owners should be clutter free for comfortable use by guests.
 - Sufficient space to allow a good degree of comfort for guests.
- 4 Star**
 - Public areas, including lounge where provided, possibly designated for guest use.
 - Well-planned layout of furniture to maximise use of the free space. Rooms possibly smaller but considered planning means free space is just as usable.
 - Minimal intrusive noise.
- 5 Star**
 - A spacious, well-planned room with furniture in suitable, convenient places allowing a high degree of comfort. Easy and convenient use of facilities.
 - Comfortable easy chairs. Ample space.
 - Fresh and airy atmosphere.

2.9 Dining Room or Restaurant

2.9.1 Decoration

Minimum Entry Requirements

- 1 Star**
 - Functional decoration and limited coordination.
 - Limited pictures and wall hangings.
- 2 Star**
 - Decoration possibly old but not damaged, scratched or torn. Free from food splashes.
- 3 Star**
 - Coordinated interior decoration.
 - Well-finished, good quality wall coverings and paint work.
 - Wall and ceiling coverings well applied.
 - Use of pictures etc. where appropriate, particularly on plain walls.
- 4 Star**
 - Very good standard of decoration with use of high quality pictures and prints where applicable.
 - Some effort made to hide surface-mounted pipes and wires.
- 5 Star**
 - Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures.
 - High quality wall coverings with professional finish to all aspects of decoration.
 - Attractive use of pictures, prints and other decorative relief.

2.0 Quality Bands and Conditions

2.9.2 Furniture, Furnishings and Fittings

Minimum Entry Requirements

- 1 Star**
 - Furniture and furnishings adequate in terms of quality and range. Limited coordination. Dining furniture possibly not matching.
 - Light and heating fittings of acceptable quality and safety for the style, size, and shape of the room.
 - All window coverings correctly fitted, with sufficient width and height to draw.
- 2 Star**
 - Furniture, furnishings and fittings of quite good quality, sound and fit for the purpose. Alternatively, furniture may have been excellent quality but now showing signs of age, wear and tear.
 - Better quality curtains which are clean and easy to draw.
 - Lighting and heating fittings of a quite good quality and in a quite good condition.
- 3 Star**
 - Furniture of good quality and condition. Size and amount of furnishings in proportion to the space available.
 - Good use of coordination.
 - Good quality light fittings and shades, free from scorch marks.
 - Substantial, lined curtains.
- 4 Star**
 - High quality furniture, furnishings and fittings in very good condition. Furniture not necessarily new but still offering substantial comfort.
 - Full curtains, possibly with additional embellishments such as tiebacks.
- 5 Star**
 - All furniture in excellent quality and condition. Modern, reproduction or antique furniture. Some excellent antique furniture may show signs of distress that does not detract from its excellence.
 - Excellent coordination of soft furnishings of high intrinsic quality.
 - Lined curtains of ample drape and width. Looking luxurious. Possibly with pelmets and tiebacks.
 - Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
 - Heating fittings in excellent condition. Radiators possibly disguised by radiator covers or painting.

2.9.3 Flooring

Minimum Entry Requirements

- 1 Star**
 - Adequate comfort to flooring. Some signs of wear and tear possibly evident.
 - Possibly not professionally fitted.
- 2 Star**
 - Quite good quality flooring, but carpets may have a high man-made fibre content.
- 3 Star**
 - Well-fitted, good quality flooring in sound condition and comfortable under foot.
 - Wooden, stone and tiled floors in good condition.
 - Some underlay for carpeting.
- 4 Star**
 - High quality flooring, possibly not new and showing signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.
- 5 Star**
 - Professionally fitted, high quality carpeting e.g. high percentage wool content, in excellent condition with substantial underlay.
 - Polished floorboards or high quality laminate etc. with rugs.

2.0 Quality Bands and Conditions

2.9.4 Lighting and Heating - Quality of Provision

Minimum Entry Requirements

- 1 Star**
 - Adequate lighting levels for the style, size, and shape of the room.
 - Effective heating in rooms at all reasonable times.
 - Heating levels appropriate to the size of room. Possibly not automatic or fixed.
- 2 Star**
 - Quite good levels of lighting.
 - Heating may be freestanding, but might be automatic or thermostatically controlled.
- 3 Star**
 - Well-positioned lights giving good levels of illumination.
 - Ample natural light.
 - Effective levels of heating providing overall uniform temperature.
 - Properly fitted, thermostatically controlled heating.
- 4 Star**
 - Very good levels of light with easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons e.g. halogen downlighters, standard lamps or picture lights.
 - Properly fitted, automatic heating which is possibly thermostatically controlled.
- 5 Star**
 - Variety of quality lights, well-positioned and effective for all purposes e.g. reading menu etc.
 - Individual thermostatically controlled heating. Some older storage heaters do not meet this requirement.

2.9.5 Table Appointment – Quality and Condition

Minimum Entry Requirements

- 1 Star**
 - Table appointments of an acceptable standard e.g. lightweight, stainless steel and single-ply paper napkins.
 - Menus, where provided, possibly hand-written on a card, but clean and giving basic information.
- 2 Star**
 - Crockery and cutlery generally matching and a better quality napkin. Basic breakfast items such as milk and sugar available on the table/s and in sufficient quantities for the numbers seated.
 - Full salt and pepper containers on tables at all meals.
- 3 Star**
 - Well-laid tables with matching cutlery and crockery.
 - Good quality paper napkins.
 - Menus, where provided, clean and well presented.
- 4 Star**
 - Very good quality of crockery, cutlery and glassware. Cloth or high quality paper napkins and tablemats and/or tablecloth.
 - Flowers or other appropriate decoration on tables.
- 5 Star**
 - Table appointment of the highest standard, quality accessories and glassware.
 - High quality cloths and napkins or well-presented wood tables with mats.
 - Table enhancements of high quality, e.g. candles or fresh flowers as appropriate.
 - Attractively presented menus etc using clear, informative layout and helpful descriptions.

2.0 Quality Bands and Conditions

2.9.6 Space, Comfort and Ease of Use

Minimum Entry Requirements

- 1 Star**
 - Room large enough to contain all necessary furniture, but little thought given to layout.
 - No intrusive noise.
 - Tables adequate size with acceptable circulation space.
 - Convenient positioning of tables and chairs.
- 2 Star**
 - Room size will need to be larger with significantly more usable space around tables and other furniture. Room possibly smaller but considered planning means free space is just as usable.
 - Uncluttered rooms.
- 3 Star**
 - Good layout and adequate circulation space to allow staff and customers to pass without inconvenience.
 - Appropriate table and chair heights. Practical, comfortable chairs.
- 4 Star**
 - Well-planned layout of furniture to maximise use of free space.
- 5 Star**
 - A spacious, well-planned room with furniture in suitable, convenient places.
 - High degree of comfort, well-spaced chairs, spacious tables.
 - Table and seating arrangements show that the comfort of guests has been fully considered.

2.10 Food Quality

2.10.1 Dinner (where provided) - Quality Temperature and Freshness of Foods

2.10.1 Dinner Presentation (where provided) - Appearance of Food

Minimum Entry Requirements

- 1 Star**
 - Possibly a set menu but with an alternative available on request.
 - Limited garnishes or decoration. Buffet and carvery simply presented.
- 2 Star**
 - Food served at the correct temperature, on a hot or cold plate as appropriate.
 - Limited choice available.
 - Meals prepared with a quite good level of care.
- 3 Star**
 - Well-presented food freshly cooked from good quality ingredients. Evidence of some fresh ingredients being used.
 - Particular attention to food quality rather than an extensive choice.
- 4 Star**
 - Obvious use of fresh ingredients cooked with a high level of care and attention to detail.
- 5 Star**
 - Excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked with skill.
 - Strong emphasis on consistent food quality.
 - Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetizing.

2.0 Quality Bands and Conditions

2.10.2 Breakfast - Quality, Temperature and Freshness of Foods

2.10.2 Presentation – Range of Dishes and Appearance of Food

Minimum Entry Requirements

- 1 Star**
 - Possibly a set menu with, for example, juice, cereal, bacon and egg, toast, coffee and tea.
 - All hot food properly cooked and presented.
 - Care taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made.
- 2 Star**
 - Food served at the correct temperature, on a hot or cold plate as appropriate.
 - Limited choice available.
 - Food prepared with a quite good level of care.
- 3 Star**
 - A choice of good quality items available, e.g. fruit, choice of cereals, sausage, tomato, brown or white toast and a range of preserves.
 - An attractive buffet (if provided).
 - Freshly cooked items served at the correct temperature. Eggs cooked to order.
 - Particular attention to food quality rather than an extensive choice.
- 4 Star**
 - Greater choice of items available, possibly including 'house specials' such as smoked fish.
 - Obvious use of fresh ingredients cooked and presented with a high level of care and attention to detail.
- 5 Star**
 - High quality, fresh ingredients and a wide choice of items, e.g. fresh fruit juices, freshly-ground coffee, choice of teas, cheeses and cold meats, high quality bakery items and home-made preserve.
 - Regional specialities and/or home-made items.
 - Good use of fresh local/home-grown produce where available.