

## BUSINESS CENTER SERVICES

When a hotel offers either a 24/7 hour Self Serve or Staffed Meetings Business Center the following are recommended minimum service standard requirements to be followed.

**Self Service Business Center.** If the hotel offers this type of Business Center, it must comply as follows:

- a) The Self Service Business Center must be available 24/7 and if located in an enclosed room, should be key card accessible.
- b) The furniture must be first class, and fit with the decor of the lobby or adjoining public area. The layout of the area must provide comfortable seating for no less than two people.
- c) Equipment must be network ready.
- d) Workstation Requirement – At least two workstations. If the hotel has more than 300 rooms it should consider additional workstations and business equipment. In any event, the following minimum items are required:
  - i. Core i5 processor;
  - ii. 4 GB RAM (memory);
  - iii. 256 GB hard drive;
  - iv. CD-RW/DVD drive (internal);
  - v. Video, sound and ethernet cards;
  - vi. Serial port, USB port;
  - vii. Windows 10 or Mac OS
  - viii. MS Office (Word, PowerPoint, Excel); and Adobe Acrobat.
  - ix. Skype, Zoom or equivalent video conferencing software
- e) Additional workstation requirements:
  - i. 17" Color Hi-Res TFT flat panel display (one per PC workstation);
  - ii. One dedicated 3-in-1 laser printer (networked) (Fax – Print – Copy);
  - iii. Dedicated color laser printer (networked);
  - iv. One WiFi access point;
  - v. One-Laptop station (for guests to connect their own laptop to the Business Center's services);
  - vi. Appropriate cables to connect all equipment; and
  - viii. Appropriate accessories with all equipment.
- f) The hotel's Business Center must be fully stocked with business supplies including paper appropriate to each type of printer, stapler with staples, paper clips, note pads and pens, pencils, scissors, and cellophane tape.
- g) Charges for Business Center Services, if any, must be billable to a guest's credit card. The hotel must have in the Business Center at least one credit card reader with credit card controller unit for billing.
- h) It is recommended that workstations remain locked in an enclosure to prevent theft or tampering. It is recommended that business centers be visually inspected daily.

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j) The following service and support for the Business Center must be provided by the supplier:

- i. Must have 24/7 remote operating system monitoring
- ii. Security software must be able to auto-refresh the system at the end of a guest session and automatically delete/remove at a minimum: Personal data (passwords, cookies, temp files, etc.), System cache, Internet history, and Recycle Bin
- iii. Must provide 24/7 live support
- iv. Must be able to remotely upgrade/update software versions, security, patches, etc. 24/7
- v. Must have complete rights to customize core software offering
- vi. Must have complete operating system auto-refresh capabilities
- vii. Must have redundant “back-up” or multiple location servers where systems can be accessed for 24/7 support, updating software, security, patches, etc.
- viii. Must be able to block access and modifications to the system settings or configuration
- ix. Must be able to provide to Hotel (upon request) a secure website login for real time monitoring of workstation transactions

**Remote Printing.** The hotel must provide remote secure printing from both the guestroom (WiFi or wired HSIA) and the public areas (WiFi in all areas including lobby, food and beverage outlets, pre-function areas and meeting rooms as well as wired access in meeting rooms).

- a) Access to stored documents ready for printing must be security controlled with a guest specific unique access code entered into the system while in the Business Center.
- b) All printers that connect to the remote printer systems must be certified by the approved suppliers prior to installation.

**Staffed Business Center.** If the hotel offers this type of Business Center it must be the main contact point as a “one-stop shop” for delegates and organizers who may require assistance or information. It must be located in the heart of the meeting and conferencing area (where available) and signage must be appropriate and clearly visible.

- (a) Hours of operations. The business center must be staffed from 7:00 AM to 7:00 PM or until the last meeting scheduled per day.
- (b) Product standards. The Business Center must have attractive office furniture/amenities including:
  - i. Reception desk
  - ii. Bright lighting provided by a combination of general and task lighting
  - iii. Fruit bowl
  - iv. Mints
  - v. Fresh flower arrangement
  - vi. Covered cabling
  - vii. High quality furniture and lockable cupboards
  - viii. Low back chairs for staff and customer use – these may vary in color to what is in the meeting rooms
  - ix. Notice board detailing company names is featured directly outside the Business Center
  - x. Business Center is clearly sign-posted from public areas
  - xi. Office stationery kits must be available for guest use

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(c) Business services to be offered:

- i. Photocopying
- ii. Fax facilities
- iii. Scanning
- iv. Typing/word processing services
- v. Printer link for laptop customers
- vi. Document binding and laminating
- vii. Message handling
- viii. Postage and courier services
- ix. Information sourcing

(d) Technical equipment

- i. Stand-alone PC with Internet access, e-mail, compliant version of Microsoft® Office software
- ii. Color laser printer (scan, fax, copy, print work station)
- iii. Black and white photocopier with sorter, collation, stapling facility
- iv. Color photocopier with sorter, collation, stapling facility
- v. Binding machine
- vi. Lamination machine
- vii. Spares and repairs kit to be kept at the Business Center, to include:
  - Adapters:
    - Local mains adapter
    - Four-way power adapter
    - Computer power cable with local mains fitting
    - USB socket adapter
  - Selection of mobile phone chargers
  - Network cables for broadband connectivity
  - Batteries for laser pointer/remote control
  - Cables to fit computer equipment
  - Extension cords

(e) Communication

- (i) internal telephones
- (ii) International newspapers and magazines must be available

(f) Environment

Lighting must be bright and a combination of general lighting provided by fluorescent strips or up-lighters and task lighting using halogen spots and desk lamps.