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ROOM PRESENTATION

1. Upon entering, the guest experiences a room that is clean, elegant and fresh smelling.
2. The room is carefully preset per the guest's preferences and special requests.
3. The carpet is clean and free of stains, debris, tears, loose seams or threads, discoloration or visible wear.
4. Paint is fresh, clean, not chipped and free of stains.
5. Walls, ceilings, baseboards, vents and woodwork are clean, free of scuffs, scratches and stains.
6. Linens are in like-new condition, pressed, fresh and free of discoloration, stains, hairs and holes.
7. Windows, glass doors, mirrors, sills and frames are clean, without streaks or smudges.
8. Windows and doors are secured and easily opened without squeaks or obstructions.
9. Beds have a comfortable and plush appearance.
10. The bed frame, headboard, mattress and box spring are in like-new condition; the bed valance or skirting is fresh and neatly arranged.
11. Drawers and shelves in armoires are paper lined and free of dust, debris, sticky substances and chipped surfaces.
12. Drapes and blinds are free of stains and holes; they hang properly and close properly.
13. Lampshades are clean and free of stains, tears or discoloration; seams face the wall.
14. Furniture and cushions are "puffed up," in like-new condition and free of stains, holes and tears.
15. All electrical switches are in good working order.
16. Light bulbs are dust free and working.
17. All televisions, radios and clocks are in good working order, with correct reception and time; cables are tied together.
18. A printed or on-screen list of television channels is available grouped by genre, with international news first, stating countries of origin and language of broadcast.
19. Telephones are clean; a phone directory and notepad with pen are available next to the phone.
20. A complete and current Directory of Services, free of tears, stains and scratches is available.
21. Periodicals, in new condition, include a popular local lifestyle magazine, a current international business publication and the newsletter.
22. Furniture is clean and neatly arranged.
23. The balcony is swept and clean.

Bathroom

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24. The bathroom is clean and spotless, free of hairs, soap residue, cracks, mold and chips.
25. Tile grouting is clean and not discolored.
26. Bathroom fixtures and faucets are polished, shiny, not dripping and free of hair, damage and discoloration.
27. Temperature controls are simple to use; hot and cold taps are clearly marked.
28. Drains work properly, and taps function smoothly.
29. Counters are clean, dry and free of dirt, film, build-up or dust.
30. The bathroom is stocked with a spare roll of toilet paper, a full box of tissues in a clean tissue dispenser and clean water glasses that are placed reversed on coasters.
31. All towels and bathrobes are in like-new condition, clean, spotless, absorbent and fluffy.
32. Lighting in the bathroom is of superior quality for make-up purposes.
33. Amenities, including cotton buds and pads, are clean, unopened and conveniently displayed.

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SERVICE

1. Routinely stocked articles are delivered to the room within 10 minutes of the guest request.
2. For non-routine items, the guest is given an estimated delivery time and delivery is made within the estimated time.
3. Electrical items delivered to the room are set-up and offered to be plugged in by a Hotel Employee.
4. When offering a choice of items to the guest, a Hotel Employee presents them attractively on a tray.
5. At each service, room furnishings are returned to their original position unless a different arrangement has been specifically requested by the guest.
6. Non-allergenic items such as pillows and soaps are readily available to guests upon request or pre-arrangement.
7. The Room Attendant's hand-carried supplies are always neatly and fully stocked.
8. The Room Attendant places a sign on the door knob when a guest room is being serviced.
9. Guest rooms are serviced twice daily at a time that is personalized according to the guest's use of the room.
10. Room Attendants will turn off the vacuum cleaner when guests are passing in the hallway or when entering a guest room.
11. The temperature setting is not changed unless requested by the guest.
12. The bedding and bathroom linens are replaced on an "as used" basis.
13. An additional bathroom amenity is placed in the room once the existing one has been opened.
14. Bins and ashtrays are emptied and cleaned, and new boxes of matches are provided.
15. Guest toiletries are neatly arranged on a fit-for-purpose quality cloth on the bathroom counter.
16. Only items in the wastepaper basket are thrown out.
17. Newspapers and magazines are neatly arranged on the table.
18. Guest personal papers, money and jewelry are left untouched. If guest's money or jewelry is left outside the safe, the Room Attendant will inform the Manager On Duty or Security so they can decide if it is necessary to double-lock the room.
19. Guest clothing is neatly handled and hung in the closet or folded and placed neatly on the bed or chair; shoes are paired and left in place.

EVENING SERVICE

1. Evening service is provided at a time convenient for the guest.
2. The room is straightened without disturbing the guest's belongings.

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3. If "Do Not Disturb" is active, a calling card is left under the door advising the guest to call 'Guest Service' to schedule evening service.
4. In the evening, the room is serviced completely, to the same level and detail as the day service.
5. Bedroom curtains are closed, lights next to the bed are turned on, and a bottle(s) of water is placed near the bed. (In properties with beautiful views and in separate sitting rooms, curtains are left open.)
6. Bed sheets and duvets are turned back according to the number of occupants.
7. The radio alarm clock is turned toward the bed.
8. The remote control and television channel guide, if printed, are placed on the night table.
9. The In-Room Dining breakfast order card is placed on the desk with a pen.
10. The ice bucket is filled, and ice tongs are placed next to the bucket.
11. Used glasses are replaced with clean ones.