



DPC: 19/30361101 DC

BSI Group Headquarters

389 Chiswick High Road London W4 4AL

Tel: +44 (0)20 8996 9000

Fax: +44 (0)20 8996 7400

www.bsigroup.com

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Responsible Committee Secretary: Mr Peter Slot (BSI)
Direct tel: 020 8996 7147
E-mail: peter.slot@bsigroup.com

Introduction

This draft standard is based on national and international discussions. Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international standards, comments will be reviewed by the relevant UK national committee before sending the consensus UK vote and comments to the international committee, which will then decide appropriate action. If the international standard is approved, it is usual for the text to be published as a British Standard.

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Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/Figure/ Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	

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Tourism and related services — Accommodation: Hotels — Service requirements.

Tourisme et services connexes — Logement. Hôtels. Exigences du service.

ICS: 03.080.30; 03.200.01

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 228, *Tourism and related services*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document contemplates mandatory services for hotels (i.e. staff, information, communication and marketing activities, front office, accommodation, security and safety, supply activities, maintenance, cleanness, customer's satisfaction) and non-mandatory services (i.e. complementary activities, events organization or entertainment activities). The later includes mandatory requirements for those hotels which voluntarily provide non mandatory services (e.g. lunch or dinner, room service, lobby service) This means that, if a hotel provides a non mandatory service, it has to comply with the requirements defined in this document for that service. This document also includes optional requirements in mandatory services.

Tourism and related services — Accommodation: Hotels — Service requirements.

1 Scope

This document establishes quality requirements and recommendations for hotels, regardless of their classification and category, about staff, service, events, entertainment activities, security and safety, maintenance, cleanness, supply activities and customer satisfaction.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

accommodation

provision of at least rooms and sanitary facilities

3.2

à la carte

menu system in which all the dishes offered to the customer are individually priced, listed generally in groups of family (e.g. meats, fish, noodles) and prepared afresh to guest order (i.e. starters, main course, dessert)

3.3

amenity

bathroom product used for personal hygiene

EXAMPLE Shower gel, body lotion, shampoo, etc.

Note 1 to entry: Toilet paper, hygienic bag and towels are not considered amenities.

3.4

buffet

food offer associated with a flat rate, consisting of the exhibition of prepared dishes, beverages and other foods, of which the customer can freely choose in variety and quantity

3.5

bedspread

piece of linen which is usually placed over the blanket and underneath any other article for the final presentation of a bed (bed sheet or day spread)

3.6

concierge service

provision of information, advice, guidance and assistance to hotel guests, on hotel services, entertainment, recreation facilities, restaurants, luggage, transport, sightseeing, directions, transportation and travel arrangements, tour and event tickets, restaurant reservations, etc.

3.7

courtesy service

service that enhance customer comfort, offered on their arrival at the hotel when their room is not ready or when they check out from the room is done

EXAMPLE Offering a drink when the room is not ready, keeping the luggage, offering late check out, offering fruits in the room, giving access to hotel services...

Note 1 to entry: Staff management can define which service is more accurate depending on the situation or customer's needs.

3.8

entertainment

any leisure, sporting or amusement activity provided by the hotel

EXAMPLE Table games, shows, live music, etc.

3.9

event

A time gathering at a location where an experience takes place

EXAMPLE Celebration, meeting, conference, etc.

3.10

HACCP

hazard analysis critical control points

system which identifies, evaluates and controls hazards which are significant for food safety

3.11

hotel

commercial establishment providing at least reception and accommodation services, recognized or registered as hotel in the applicable legislation

Note 1 to entry: A hotel may also offer food and beverages services and/or other ancillary services, etc.

3.12

turndown service

preparing the bed for use of the customer by the housekeeping service

Note 1 to entry: Note 1 to entry: Sometimes, a chocolate or a mint is also left on top of the pillow.

3.13

VIP service

very important person service

special privilege given to specific customers, whose satisfaction is very important for the hotel

4 Staff requirements

4.1 General requirements

All the staff shall be qualified for its intended field of work.

Qualification can be ensured especially by:

- a) an apprenticeship (training on the job) that is guided and supervised by a person that has the skills regarding the relevant subject as well as the skills to communicate this knowledge with respect to the apprentice (in best cases, certified by an instructor aptitude test);
- b) experiences in the field of work (in best cases, documented with certificates of the former employer(s) or the labor agency);
- c) vocational training;
- d) experiences in a related field of work combined with a program that ensures that the lack of qualifications can be acquired, such an additional training course can be performed before starting in the new field of work or sometimes simultaneously. If someone else of the staff is already ensuring quality of work in this field and the new staff is additional workforce the training can be performed accompanying work. If the new employee is the only to ensure the quality of work in this field, the additional training shall be held before;
- e) academic training related to the field of work intended (in best case, supplemented by practical experiences during the studies).

Certain profiles related to particular tasks might be developed by accredited staff (i.e. entertainment activities, handling of chemicals by staff with adequate knowledge in health, safety and environment, etc.)

Tips policy shall be defined and communicated to the staff.

4.2 Organizational structure and definition of responsibilities

The organization chart, the job profiles as well as the responsibilities for the most relevant job positions shall be identified and documented.

There shall be a person responsible for:

- a) monitoring the provision of the services;
- b) identifying and recording any problem relating to the provision of the services;
- c) initiating actions to ensure customers satisfaction.

4.3 Training program

The following requirements shall be met:

- training programs shall be designed and implemented periodically by the top management to improve staff's competence, according to the identified needs;
- after recruitment of the new member of staff, a training or orientation period shall be provided;
- instructions on how to welcome different types of customers for staff in contact with them shall be given;
- emergency (first-aid, emergency and evacuation plan, etc.) and Basic Life Support (BLS) training shall be given to staff with duties related to emergency or evacuation situations.

Other trainings such as customer service, environmental good practices, hygiene and safety issues, IT skills, languages and sign language might be considered.

NOTE ISO 10015 and ISO 29993 can be used in this respect.

4.4 Customer service

All staff is responsible for a correct customer service and shall:

- a) demonstrate a positive attitude and willingness to help, having correct postures, greeting customers and being polite with them;
- b) be clean, tidy and well-groomed;
- c) provide the service promptly and diligently, in a reliable and coordinated way;
- d) be identifiable; specifically, staff in contact with customers shall be identified with a tag; it is recommended to include the name on the tag;
- e) avoid loud noises or raised voices as much as possible during the performance of the tasks;
- f) not enter the rooms without the authorization of the customer when he is in the room;
- g) know how to act in case of emergency.

4.5 Services and facilities for the staff

The hotel shall define the services and facilities offered to the staff and conform accordingly with the following:

- if the hotel decides to use uniforms for the staff, the defined uniforms shall be provided by the hotel;
- if the staff need to change clothes, there shall be changing facilities, as well as restrooms with lavatory and closets. The restrooms shall have toilet paper, paper towels or hand dryers, soap or sanitizer, wastepaper baskets and hangers. Solid soap shall be avoided;
- if needed, the changing facilities should provide separate men's and women's employee locker rooms and vestibule entrances to block sight lines into the locker rooms;
- if the hotel offers staff transportation, this service shall be covered by an accident insurance;
- all staff facilities shall be clean and well maintained.

4.6 Subcontracted services and concessionaires

4.6.1 Subcontracted services

The hotel is responsible for the services provided by the external companies.

The hotel shall have a procedure (e.g. communication, actions taken, reports, records) for subcontracting services, controlling them and being in conformance with the hotel's policy and processes. This procedure shall be known by the affected staff and shall include exceptional, occasional or unforeseen services. The terms agreed upon by the two parties shall be known by those responsible for supervision, which shall be made periodically and during the performance of the service. The management shall guarantee that the staff belonging to external companies is identifiable.

If the staff provides a service at the hotel facilities on a frequent basis, the hotel shall inform them of the internal rules which can affect them (e.g. uniform, rules of courtesy, tags).

If the hotel has specific facilities such as spa, gymnasium, hairdresser run by a subcontractor, the possibility for submitting a complaint or suggestion shall be given.

4.6.2 Concessionaires

In the cases where there are concessionaires companies at the hotel's building (i.e. shops, hairdressers, etc.) the hotel shall define and document the relationship between both parts (concessionaire and hotel), including rights and duties.

Requirements asked for subcontracted services do not apply in these cases.

5 Service requirements

5.1 Information, communication and marketing

The hotel shall:

- clearly define and communicate the available services as well as their prices to the customer through different means such as website, publicity or brochures;
- provide true, verifiable, reliable, accurate and updated information in marketing materials;
- define and communicate to customers, prior to reservation, the different types of rooms, their differences and prices, cancellation policy, deposits, pre-payments, accepted payment methods and other relevant information regarding reservations;
- identify which of its services are accessible, providing the necessary information when requested by the customer. This information should be also communicated through the website;
- have a policy to respond prompt and specifically in case there is a possibility of interacting directly with the customer through digital channels.

5.2 Front office services

5.2.1 General requirements

The hotel entrance and the hotel's name shall be clearly identifiable from outside and the doorway shall be illuminated. There shall be adequate levels of lighting for safety and comfort in all public areas, including light on stairways and landing at night.

The following general requirements shall be met:

- a) Front desk staff shall attend telephone calls promptly, say the name of the hotel, identify the hotel who takes the call, use the courtesies rules and be able to recover the customer call when there is no answer.
- b) Front desk staff shall have an in depth knowledge of the hotel: location of all the facilities and services, accessibility characteristics for people with disabilities as well as the location and condition of the rooms.

NOTE ISO/DIS 21902 can be used in this respect.

- c) Front desk staff shall be capable of giving information about the destination (e.g. places of interest, means of transport, medical services, consulates and embassies, exchange bureau) and arrange services accordingly.
- d) Messages of congratulations, complaints and suggestions shall be collected, dealt and, if necessary, transferred. Complaint possibilities shall be available in oral and written forms.
- e) The hotel shall have a communication system in case the reception is not manned 24 hours a day.

The space for attending to the customer in the reception area shall comply with the following:

- the access area within the hotel shall be clean, illuminated and without any obstacles;
- the reception area and access to the rooms shall be illuminated and signposted;
- the different methods of payment shall be clearly displayed;
- if the spaces used to attend to customers (e.g. bell stand, cash desk) are separated and not easy to identify, they shall be clearly signposted.

5.2.2 Reservation service

The hotel shall have a documented reservation procedure which shall include:

- a) instructions on how to attend, register, cancel, guarantee (through pre-payment, deposit, credit card, etc.) and confirm reservations, considering the following:
 - requests for reservations shall be answered within 24 hours. Once accepted, they shall be recorded, identifying who makes the reservation, the number of rooms, dates, number of nights to be spent and contact details (if available from reservation partner), as well as the applicable price, methods of payment, maximum arrival time and possible additional requests such as transfers;
 - the acceptance of the reservation, as well as any change, shall be registered and communicated in writing to the customer when there is enough time between the booking and arrival;
 - the hotel shall define and communicate to the customers the first possible check in time, which should not be later than 2.00 pm;
- b) the analysis of the forecast of reservations and actions (e.g. promotions and offers, closing sales), including:
 - a control of the level of expected occupation shall be made to avoid overbooking. There shall be a system which defines how to act in these situations, offering the customer a service of equal or higher quality and with the least possible disturbance. Compensations should also be defined, if applicable;
 - rooms shall be allocated in line with the system defined by the hotel, considering the allocation of specific rooms (e.g. returning customers, requests for specific rooms, facilities for customers with disabilities);
- c) access by front office staff to all the information on occupancy forecast, list of arrivals, assignments, breakfast list, etc.;
- d) dealing with special cases (e.g. groups, waiting list, no shows.) or special needs/requirements (e.g. bedding type, early check in, baby crib).

As far as it is possible, the hotel should have a historical file of customers that may be used for the allocation of rooms or for the personalization of the services.

5.2.3 Check in service

The following requirements shall be met:

- a) the check-in service staff shall give priority to direct customer contact over other reception duties;
- b) check-in shall be as quick as possible. Information or instructions regarding the following issues shall be communicated to the customer:
 - how to locate their room and the most relevant facilities;

- unusual circumstances (e.g. works, limitations in timetables or services);
 - smoking policy;
 - additional services and accommodation prices and taxes (except for confidential rates);
 - check out time. This last possible check out time should not be earlier than 12.00 pm;
 - the appropriate indications and the conditions of use in case parking service is offered.
- c) the hotel shall register guests upon arrival;
- NOTE A kind of identification document such as ID, passport and driving license can be required in some countries.
- d) the information about the services that the customer has contracted shall be validated with the customer during the check in process;
- e) the hotel shall offer the custody of the luggage until the customer can be accommodated;
- f) if the room is not available after the check in time, the hotel shall offer a courtesy service to the customer with a reservation;
- g) in the case of group or mass individual arrivals expected at the same time, a specific check-in area for the groups should be prepared so that the service is not interrupted and the operations are speeded up.

5.2.4 Check out, settlement and departure

The following requirements shall be met:

- the bill shall give a day by day detail of the concepts or services used and the prices, unless the customer asks for a summary bill;
- upon request, the customers that occupied the rooms shall be identified regardless of whether the bill is issued in another name;
- billing and receiving payment shall be done quickly and reliably;
- define the courtesy services that the hotel offers;
- establish in which cases and under which conditions the hotel offer and/or accept a late check out.
- inform the customer about the luggage custody service.

5.2.5 Concierge service

The hotel shall provide concierge services.

These services may be offered by the hotel's front desk staff.

5.2.6 Luggage handling

- a) The hotel shall offer luggage custody service according to the following requirements:
- there shall be specific areas for the custody of the luggage with restricted access to authorized persons;
 - all luggage belonging to individual customers deposited in the left-luggage area shall be clearly identified so as to guarantee that they are returned to their rightful owners (with a receipt or other systems);
 - the luggage shall be returned to the customer in the state it was given for custody.

- b) The hotel can offer luggage transportation service. If the hotel provides transportation of the customer's luggage to the room and/or from the room:
- facilities for transportation shall be clean and well maintained;
 - it shall be possible to request the luggage handling service from all the rooms;
 - the distribution of the service hours shall be in accordance with the needs of the customers, arrivals and departures times.

5.2.7 VIP services

If the hotel offers VIP services, it should document how to provide the service. When documenting the VIP services, the following issues may be considered:

- a) who is considered a VIP for the hotel;
- b) assignment of room, considering the guest preferences;
- c) security issues, attending to the type of customer;
- d) services that VIP customers might request;
- e) protocol;
- f) luggage handle;
- g) special attention upon arrival (e.g. welcome drink, flowers, fruits);
- h) check in and check-out services.

5.3 Accommodation services

5.3.1 Guest relation services

The hotel shall define and implement courtesy rules, as well as a protocol for telephone attention (including aspects such as: prompt assistance, identification of the hotel and staff on the phone, rules of courtesy, recover calls).

Furthermore, the hotel shall offer the following services:

- a) telephone service and Wi-Fi access for customers; if needed, Wi-Fi access instructions shall be provided.
- b) wake up call on request or alarm clock in the room;
- c) plug adaptors;
- d) drinking water 24 hours a day;
- e) forms for taking messages or packages for customers or for the custody of assets;
- f) tourist destination information (e.g. points of interest, social, cultural and entertainment activities);
- g) emergency numbers;
- h) help on request, whenever it is possible.

There shall be a lost and found policy.

When the hotel offers the service of currency exchange, it shall have an authorization (if applicable) and inform the customer about the currency exchange rate. Receipts indicating the type of exchange applied shall be given to the customers.

5.3.2 Rooms

5.3.2.1 General requirements

The following requirements shall be met in each room:

- a) a directory of the services offered by the hotel shall be available, with information that may be of interest to the customers (e.g. opening times of the services, telephone charges, TV channels, local attractions);
- b) if a product or service in the room is not free, the price shall be indicated (e.g. mini bar price list);
- c) a map indicating the evacuation routes, the emergency exit and the nearest fire equipment shall be displayed in each room, as well as the basic instructions in the case of an emergency, written at least in the local language and in the most relevant languages depending on the target market;
- d) there shall be at least one socket available (not used for another type of permanent device) both in the room and in the bathroom. The voltage shall be indicated;
- e) all devices whose operation is not clear shall have the basic instructions required for its use, written in a clear form, or staff should be ready to help on the functioning of devices;
- f) each bed shall have a mattress, sheets, blanket or bedspreads or duvets, and pillow with a case. The mattresses and frames shall be in good condition and present a homogenous level of resistance over the whole surface. Mattress and pillow protection are optional. There shall be an extra blanket/duvet available, either in the cupboard in the room or provided by the staff. Those blankets shall be protected to keep them clean.

5.3.2.2 Minimum furniture, equipment and facilities

- a) The minimum furniture of the room shall include:
 - wardrobe with drawers or shelves or clothes niche. If there are hangers, these shall be in a uniform style, contemplating female and male hangers;
 - writing desk, with notepad and pen/pencil;
 - sitting facility (i.e. chair, mats, etc.);
 - full length mirror;
 - a luggage rack;
 - if there is a terrace and space allows, it should have chair(s) and a table.
- b) The minimum equipment of the room shall include:
 - television with remote control, if not restricted due to business concept of the hotel. Available TV channels shall be properly tuned in;
 - waste paper basket;
 - internal communication device to connect with the front office or with other services at the hotel (i.e. telephone, smart TV, etc.);
 - an ashtray, when smoking is permitted;
 - equipment to regulate the darkness of the room (e.g. blinds, blackout curtains);
 - safe deposit box, with a guest room safe disclaimer including instructions about the liability. Alternatively, the safe deposit box could be at the front office desk;
 - additional pillows upon request.

- c) Furthermore:
- rollaway bed should be available upon request;
 - if there is a mini bar in the room, it should be refilled daily;
 - if there is an iron in the room, this should be in the closet/wardrobe;
 - if there is an in-room coffee/tea service, cleanliness shall be ensured, and coffee mugs, cups, saucers or paper coffee cups, stir sticks or teaspoons (as appropriate) should be facilitated;
 - a “Do not disturb” system shall be implemented;
 - the hotel should allow for a temperature between 18 °C and 25 °C with air conditioning and/or heating, depending on the needs. In the rooms of those hotels with heating or air conditioning, there should be a device that makes possible to regulate it.
- d) All bedrooms shall have en suite bathroom. The bathroom of the room shall include:
- amenity tray/soap dish;
 - tissue box with facial tissue;
 - lidded WC;
 - shower and/or bath;
 - shower curtain if glass panels are not provided;
 - toilet paper and one drinking glass per accommodated person;
 - covered waste paper basket;
 - a mirror situated above or adjacent to the washbasin;
 - internal lock or bolt;
 - hook or towel rail;
 - hair dryer (in the bathroom or upon request);
 - hot water at all times with a proper and easily adjustable flow;
 - curtain blinds or shutters in case there is a window to ensure privacy;
 - handles, slip resistant systems or others precautions to avoid slipping in the bath or shower, according to the needs;
 - washable flooring;
 - set(s) of towels. The number of sets shall be equal to the number of customers accommodated, except in the case of mats, where there shall be one per room. The set shall have:
 - bath towel,
 - hand towel,
 - mat,
 - bidet towel (when the bathroom is equipped with a bidet);
 - the minimum obligatory amenities (with replacement during the stay of the customer) which shall include: soap gel, shampoo, or a combination of both. On customer’s request, the hotel should also offer other amenities such as dental set, shaving kit, conditioner, cotton pads, tissues, sewing kit, shower cap, body lotion, etc.. If there is an extra charge, this shall be informed.

- e) Access to private bathrooms or WC from bedrooms via public areas such as reception or lounge shall not be acceptable.
- f) If the hotel offers laundry service, the hotel shall provide the following:
 - information about the rates, time required for the services, collection and delivery and telephone number to request more information;
 - bag at the disposal of the customer;
 - form to be filled by the customer with room number, number and type of garments deposited, types of services requested and date on which the delivery is made.
- g) The hotel shall provide, when necessary and according to its type of customer, children related facilities such as baby cots/cribs and high chairs.

5.4 Food and beverages services

5.4.1 General requirements

The hotel shall offer breakfast service and define one or more systems to offer it (e.g. buffet, à la carte, all inclusive).

Additionally, the hotel can offer the following services, choosing one or more systems to provide them:

- lunch: buffet system, à la carte, mixed;
- dinner: buffet system, à la carte, mixed;
- room service;
- cafeteria/snack bar service.

Other type of typologies of services such as all inclusive or continuous offer can be provided.

When the hotel offers any of the previous services, it shall comply with the requirements specified below for each service.

In any case, the hotel shall comply with the following:

- a) the menu or list of products for the service shall be available and in a visible place;
- b) the opening hours shall be defined and communicated to customers;
- c) when using à la carte system, the table shall be laid out with the equipment in relation with ordered dishes;
- d) the table shall be covered for the service (linen, tablecloths, disposable linen, etc.) and there shall be a stock for replacement during the service. The linen and tablecloths shall be changed for every new customer;
- e) tableware shall not be in direct contact with the floor or any other surface which is not considered hygienic;
- f) the service/table setting shall be replaced for each customer. The service includes equipment such as glassware, tableware, chinaware, flatware, silverware, cutlery, hollow ware, serviette or napkin, others;
- g) if any dish on offer is not available, the customer shall be informed;
- h) the staff shall be able to explain the content, ingredients and allergens to the customer, when asked. The allergen list of the dishes shall be identified, documented and communicated to the customer, as well as known by the staff which provides the service.

5.4.2 General requirements for buffet system

The buffet modules shall be ample and shall have cold and hot facilities and toasters for the breakfast service.

- a) Before starting the service:
 - the general presentation and layout of the different products and utensils of the modules shall follow the instructions defined by the person responsible;
 - the tools required to serve the contents of each dish shall be available for the customer;
 - food and beverages shall be displayed in such a way that facilitates the customers get a general idea of the culinary offer and the possibility to choose according to a logic sequence, for example, cold dishes and hot dishes; starters, main;
 - the equipment shall guarantee the required temperature in each case (cold/hot).
- b) During the service:
 - ready to eat foods shall be protected or covered, especially if they are exposed for a long time or at open air;
 - the products that are running out during the timetable of the service shall be replenished;
 - presentation and hygiene of the buffet shall be maintained throughout the whole service;
 - the service used by the customer shall be removed once the customer is finished and the table shall be cleaned;
 - drinks can be available either at the buffet or on the table

5.4.3 Culinary offer

The culinary offer shall be planned considering the following:

- a) variety, availability and quality guarantee;
- b) customer's preferences (depending on the countries of origin, culture, habits, etc.);
- c) average stage of customers (the longer the stay is, the more food variety the hotel shall offer);
- d) feedback provided by customers;
- e) customers with special needs (e.g. diabetics, vegetarians);
- f) acceptance rate.

The hotel shall be able to provide a celiac diet and free of allergens upon request.

The recipes shall be documented, including ingredients, elaboration and final presentation.

The food and beverages staff shall be informed about the hotel's culinary offer.

The culinary offer should include regional specialities.

5.4.4 Service provision

5.4.4.1 Breakfast service

This subclause applies to breakfast service through à la carte system and/or buffet system. Requirements for room service breakfast are identified in [5.4.4.4](#).

The breakfast service shall provide napkin, salt, sweetener, sugar, coffee cup and silverware according to the type of breakfast.

If a buffet service is offered for breakfast, this should include at least 22 categories and 45 products from [Annex A](#). If breakfast is provided à la carte, several categories and products from [Annex A](#) shall be offered. In both cases, the offer should reflect the five major nutritional requirements (proteins, carbohydrates, fats, vitamins, minerals) and water.

If breakfast is not included for all customers, a daily list of customers that will have breakfast in the morning shall be available with the room number, number of persons and status of payment of the breakfast. This list shall be updated according to the persons at the breakfast and be returned at the end of the service to reception in order to be checked with the customers' bill.

The hotel should offer the service of cold breakfast with a drink and a cold meal outside the regular timetable when customers request it, especially if breakfast is included in the contracted service.

5.4.4.2 Lunch and dinner service

This subclause applies to lunch and dinner service through à la carte system and/or buffet system. Requirements for room service for lunch and dinner are identified in [5.4.4.4](#).

The hotel shall define where to offer these services (restaurant, cafeteria or similar facilities of the hotel).

5.4.4.3 Cafeteria, bar, snack bar and other services

This subclause applies when bar, cafeteria, snack bar or other food and beverages services is offered.

When determining the opening hours, the opening hours of the rest of the services (breakfast, lunch, dinner) shall be taken into account.

The table can be set when the customer sits down and shall include at least a table mat or individual set when food is served.

5.4.4.4 Room service

If the hotel offers room service, this shall meet the following requirements:

- a) information about the room service shall be provided to the customers (i.e. in room menu list) including the variety of dishes available, prices, times and method to order;
- b) the room service shall include a variety of hot and cold dishes, starters, main dishes, desserts, drinks;
- c) the customer shall be informed of how much time the room service will approximately take;
- d) the hotel shall ensure that the temperature of the food is adequate when it is served in the room;
- e) the hotel shall define how to remove used dishes after the service;
- f) when offering breakfast room service, a system to order it in advance shall be established.

If room service is not offered, the hotel shall facilitate snacks and drinks to the customer (e.g. through vending machines, available products at the reception, minibar).

The hotel shall define a system in case the customer is allowed to order food or beverages through external located companies which deliver food or beverages at any location. Conditions, if applicable, shall be communicated to the customers. In this case, the hotel should sign a collaboration contract with those delivery companies.

5.4.5 Kitchen facilities

The following areas shall exist and conform to the following requirements:

- a) receiving bay for raw materials;
- b) areas for storing non-perishable goods, refrigeration and freezing chambers;
- c) preparation area, which shall physically or temporarily differentiate the spaces for the preparation of vegetables, fish and meats. Between the development of one activity and another, the linen, utensils and work surface shall be cleaned and disinfected. This is especially critical when preparing food for celiac customers or customers with allergies;
- d) hot production area which shall have natural ventilation or a system to periodically renew the air, safety conditions;
- e) cold room when the hotel elaborates cakes and pastries, as well as for those which prepare the same menu for celebrations, events, etc.;
- f) washing areas.

The area used for handling and preparing food shall be designed in a way that the temperature can be controlled to suit the type of food being prepared. The design shall also consider the lighting and ventilation of that area.

The kitchen shall comply with the following:

- the working surfaces and kitchen utensils (e.g. tables, benches, cutting boards) shall be suitable for the food industry;
- the working surfaces shall be flat and free from joints that facilitate the accumulation of dirt;
- there shall be no contact between food products and the floor. Those that fall or are dropped onto the floor and whose original hygienic condition is not guaranteed with treatment shall be quickly discarded and eliminated;
- there shall be water points in accordance with the production areas;
- the preparation area shall have automatically operated hand wash basins (with sensor, pedestal system, etc.) with cold and hot water, disinfecting soap and single use paper;
- dish cloths, with the exception of single use ones, shall not be used in the kitchen;
- all windows and ventilation spaces shall be covered to prevent insects, rodents, etc. from entering;
- there shall be an evacuation system for rubbish as soon as the containers are full;
- automatically operated rubbish containers with a cover and a lining bag shall be provided in the different work areas;
- there shall be chest freezers, cooling equipment and heating equipment (i.e. salamander broiler, hot tables, infrared lights, etc.);
- thermometers shall be calibrated;
- there shall be a cleaning plan specific for the kitchen.

5.5 Complementary services

5.5.1 General

The hotel can provide different complementary services, which can be offered depending on its structure, strategy, facilities, type of customers, etc. If provided, these complementary services shall have the required permissions.

This subclause establishes the minimum requirements to be met when one or more complementary services are offered by the hotel, regardless if they are provided by the hotel itself or subcontracted.

5.5.2 Pools

In case there is a leisure swimming pool, it shall have:

- a) shower;
- b) toilet(s);
- c) sunshades or alternative natural elements in external pools;
- d) deckchairs or sun beds in exterior pools;
- e) ramps to the swimming pool with anti-slip system;
- f) signposting showing the location of the pool and the rules for its use (e.g. opening times, mandatory use of shower before using the pool, no glass recipients allowed), risks information (e.g. reference to depth, diving, sun protection) and emergency telephone numbers;
- g) first aid kit and life buoy equipment.

There shall be a procedure for accident reporting in the pool (e.g. accidents, vomiting, defecation of children).

The top management shall determine whether or to what extent poolside supervision is required taking into account the type of operation, type of users, water depths, pool basin size and nature of use.

Furthermore:

- the perimeter of the pool shall be protected in order to avoid accidents outside the opening times. This perimeter around the vase should be anti slip. If the hotel has heated swimming pools, the water shall be kept at a temperature between approx. 24 °C and 30 °C within the opening hours;
- there shall be a towel service for customers and the place to leave the used towels shall be indicated;
- chemical balance of the pool should be checked and ensured to be within guidelines prior to opening and thereafter. Specifically, chlorine and ph shall be analyzed and the results shall be monitored periodically.

The carrying capacity of the pool should not exceed 2 m²/person.

5.5.3 Sauna/Spa

In case there is a sauna and/or spa, the following requirements shall be met:

- a) rules to use the facilities shall be signposted (i.e. opening times, maximum time inside, dangers, etc.);
- b) there shall be an area next with hooks and cold water. In the case of the sauna, this shall be next to the cabin/s;
- c) disinfection of surfaces and water shall be carried out, as well as analytics and temperature control.

Furthermore, the sauna shall have a system to measure time, humidity and temperature inside the cabin.

5.5.4 Other complementary services

The hotel can offer services such as hairdresser, gymnasium, sports facilities and business center. In all cases, those facilities shall be well maintained and clean.

The use of those facilities shall be safe and secure.

In the case where a facility or equipment shall be accredited (for instance, playgrounds for children), this accreditation shall be kept valid and updated.

6 Events organization requirements

In case the hotel organizes events, the following requirements shall be met:

The services to be provided in any event shall be documented (by a contract, order, letter, etc.). The characteristics of the service (including the size and layout of the rooms, preparation, audiovisual devices, preparation of table, culinary offer, information regarding aspects such as tobacco and alcohol consumption, games or intellectual property, etc.) shall be clearly indicated. The hotel and the customer shall agree on the services prior to being provided.

Reception staff shall be informed about all the events so that they can help those attending. The correct coordination with the rest of the departments involved in the event shall be guaranteed. These departments shall have the service order corresponding to the services contracted.

The hotel should try to provide the customer with any additional service or modification that may be requested, and should resolve possible incidents during the event (audiovisual materials, distribution of tables, change of menu, etc.).

Any change that is made to the characteristics of the service (e.g. room, menu, drinks) shall be agreed upon or accepted by the customer. In the case of changes due to the lack of sufficient stock, the product that replaces it shall be of equal or higher quality than the one it replaces.

All special services for events, such as audiovisual or computer devices, secretaries, receiving messages, orchestras, should be known to the hotel beforehand, even if they have been contracted externally.

During the celebration of the event, the hotel shall make periodical reviews in accordance with the agreed timetables, to guarantee that the corresponding replacements have been made in accordance with the services contracted directly with the hotel.

Other aspects, such as catering, cleaning or maintenance, related to the preparation and service of the event shall meet the requirements of this document as long as they have been contracted directly from the hotel.

The facilities used for the organization of events shall comply with the following:

- a) the maximum capacity of each space used in the events shall be defined depending on their configuration and use. Capacity shall not be exceeded;
- b) the spaces dedicated to events shall be illuminated according to request;
- c) all the events shall be displayed on panels or posters in the areas of access to the hotel as well as the route to where they are being held;
- d) during pauses (e.g. coffee breaks, lunch) the event room shall be cleaned (i.e. ventilation, emptying ashtrays, waste paper bins, replacement of table items, etc.) in accordance with the services contracted.

7 Entertainment activities

This clause applies to the hotels that offer structured, planned entertainment activities for the customer, generally attended by staff (e.g. karaoke, aqua gym classes, yoga, and games). These activities can be organized and provided by the hotel or subcontracted.

The top management of the hotel shall guarantee that staff or contracted personnel assigned to the entertainment service have the necessary capacity to carry out the activities.

The following requirements shall be met:

- a) the entertainment programme for the coming days shall be available for consultation. There should be an alternative programme in case the planned activities could not be carried out;
- b) the entertainment facilities shall be safe;
- c) continuous maintenance shall be made on those facilities that require specific care after their use;
- d) there shall be sufficient equipment for the programmed activities and they shall be in good condition, clean and well kept;
- e) the equipment likely to cause damage shall be guarded and have restricted access (e.g. rifle, darts, bows);
- f) reception staff and staff in charge for the given activity shall know the rules for the use of the facilities, prices, opening times, system for inscription, availability of equipment, related to the activities carried out in their area of work and shall inform the customers about them;
- g) there shall be intern instructions on the activities liable to entail risks with relevant impact and the staff that coordinate them shall inform the customers.

8 Security and safety requirements

8.1 General requirements

The top management of the hotel shall define the measures to ensure safety. These shall include:

- a) risks and accidents prevention;
- b) food safety, health safety, the safety of customers and assets, of buildings and facilities;
- c) fire protection and the management of emergencies.

The hotel shall have public liability insurance, according to the services provided.

The hotel shall keep certificates of legal inspections.

8.2 Risks and accidents prevention

The top management shall define the measures to identify, assess, prevent and control risks and specifically:

- a) the suitability and safety of the devices and machines available to the workers and customers, shall be guaranteed;
- b) the safety data sheets for toxic and dangerous products shall be available at the places of use;
- c) customers shall be informed of prevention and safety measures and shall be given instructions in case of activities which involve specific risks (through signposting, documented procedures, digital screen, maps, etc.).

8.3 Food safety

8.3.1 General

The top management is responsible for ensuring that food safety measures are put in place. These shall cover the control of supplies, the traceability of the food, the control of its preservation and the qualification of staff to handle food. The hotel shall have an HACCP system which covers handling, preserving, preparing and presenting food.

8.3.2 Personal hygiene

All food handlers shall meet the following personal hygiene conditions:

- a) body cleanliness, clean hair and covered, clean hands, clean and trimmed fingernails;
- b) washing hands before starting to work, when changing products and after each break. Special care shall be taken in passing from prepared product to a non-prepared product;
- c) prohibition of wearing visible rings, earrings or piercings, bracelets, watches, etc. When it is not possible to temporarily remove them, they shall be adequately protected;
- d) clean working uniform and clean and non slip shoes and the mandatory use of socks or a similar garment. Staff who occasionally goes to the kitchen shall wear a gown.

Staff assigned to the preparation of foods shall know the allocated areas and the different types of preparation that can be carried out in each of them.

8.3.3 Reception of food products

The hotel shall define the acceptance criteria for food products according to the type of product (e.g. greens, fruits, fish, meats, vegetables) and presentation (e.g. fresh, frozen, prepared) and for beverages.

The acceptance criteria shall consider at least the following:

- a) condition of the packaging;
- b) organoleptic features (i.e. smell, colour, texture, etc.);
- c) expiry date or preferred consumption date;
- d) temperature.

The reception area for food products shall be kept in clean conditions so that the hygienic conditions required are maintained and they do not generate a risk of contamination.

8.3.4 Storage of food products

The following requirements shall be met:

- a) food products shall be classified in the storage areas according to their type and condition (frozen, fresh, refrigerated, dry, etc.);
- b) a rotation system shall be implemented, to avoid that the products expire;
- c) the storage areas shall be identified. Access shall be restricted to authorised personnel;
- d) contact of the products with the walls and the floor shall be avoided;
- e) the original external packaging shall not be in the kitchen, preparation, food refrigeration and defrosting areas. This packaging is allowed in the cooling areas whose use is exclusively for drinks, as well as those made of cardboard apt for the food industry in chest freezers.

In the case of chest freezers and coolers:

- they shall have a thermometer;
- the temperature at which they shall be kept shall be indicated;
- the use of each one of them shall be indicated;
- the temperatures shall be checked and registered at least at the beginning of the services;
- they shall not contain wooden elements.

8.3.5 Preparation

8.3.5.1 General requirements

In all food preparation activities the hygiene and conservation conditions established in the Codex Alimentarius shall be respected.

The work area shall meet the following requirements in all the activities involving handling and preparing cold food:

- a) hygiene and cleanliness shall be ensured;
- b) all food preparation shall be carried out in such a way as to guarantee that contamination processes are not set off;
- c) temperatures shall be kept as to guarantee that bacteria do not proliferate (for example, in cold areas, a temperature of $18\text{ °C} \pm 3\text{ °C}$ shall be maintained);
- d) defrosting methods which allow that the center of the food product reaches the adequate temperature shall be used in the refrigerating chambers, under water, etc.;
- e) defrosting at room temperature is not allowed. During the defrosting process, the food shall be covered or protected, avoiding contact with the defrosting liquids;
- f) frozen products, especially frozen vegetables can be cooked without thawing. However, large pieces of meat or large poultry carcasses often do need to be thawed before cooking. When thawing is carried out as an operation separated from cooking, this should be performed only in:
 - a refrigerator or purpose-built thawing cabinet maintained at a temperature of 4 °C or below;
 - running potable water maintained at a temperature not above 21 °C for a period not exceeding 4 hours;
 - a commercial microwave oven only when the food will be immediately transferred to conventional cooking units as a part of a continuous cooking process or when the entire uninterrupted cooking process takes place in the microwave oven;
- g) food shall not be refrosted;
- h) the cutting utensils and boards shall be clearly identifiable regarding their use so as to avoid crossed contamination.

Hazards associated with thawing include cross-contamination from dip and growth of micro-organism on the outside before the inside has thawed. Thawed meat and poultry products should be checked frequently to make sure the thawing process is complete before further processing or the processing time should be increased to take into account the temperature of the meat.

8.3.5.2 Hot production

The food shall be cooked to a minimum temperature of 65 °C. If not consumed immediately, hot products shall be:

- kept at a temperature equal to or above 65 °C from the completion of the heating treatment until it is consumed within 4 hours;
- quickly cooled preferably by temperature reduction and kept at refrigeration or freezing temperatures for its later use hot or cold.

Reused oil shall be controlled to keep its quality.

8.3.5.3 Cold production

The products prepared using the cold process may be kept at refrigerated temperatures to be later served hot or cold if they are not consumed directly.

8.3.5.4 Preservation of pre-cooked and prepared food

Prepared food shall be preserved in a way that the quality of the food is maintained.

8.3.5.5 Labelling

The hotel shall clearly identify the date of preparation or the preferable consumption date of the preparation and the name of the food when it is not easily recognizable.

8.3.6 Treatment of waste

The waste generated shall be classified according to their type (i.e. organics, glass, plastic, paper and cardboard, oil) considering the resources provided by the administration. Each waste recipient shall be identified, indicating the type of waste.

The movement of waste shall not be crossed (or coincide in time) with the area of preparation of food.

The waste bags shall be removed and taken to a ventilated closed waste room at least once a day and whenever necessary. Waste containers shall be duly closed.

The waste room should be refrigerated.

8.4 Health safety

A pest control plan shall be defined by qualified staff, according to the needs and facilities of the hotel to determine frequency. The top management shall ensure that the defined pest control plan is implemented.

For the application of products either by its own personnel or by external staff, the hotel shall have a copy of the authorization and sanitary registration of the products to be used.

A water safety plan to control and prevent *legionella* should be documented and the following can be considered:

- a) keeping water temperature either above or below the range of 20 °C – 50 °C, in which *legionella bacterium* thrives;
- b) preventing stagnation, for example by removing from a network of pipes any sections that have no outlet (dead ends). Where stagnation is unavoidable, for example when the wing of a hotel is closed for the off-season or renovation, systems shall be thoroughly disinfected just prior to resuming normal operations;

- c) preventing the build up of biofilm, for example by not using (or by replacing) construction materials that encourage its development, and by reducing the quantity of nutrients for bacterial growth that enter the system;
- d) periodic disinfection of the system, by high heat or a chemical biocide, and the use of chlorination where appropriate;
- e) there is evidence that treatment of water with copper-silver ionization or ultraviolet light may also be effective;
- f) system design (or renovation) that reduces the production of aerosols and reduces human exposure to them, for example by directing them well away from building air intakes.

An effective water safety plan shall also cover such matters as training, record-keeping, communication among staff, contingency plans and management responsibilities. This is most necessary particularly in places where such plans are not prescribed by the public health laws and regulations.

8.5 Security of people and assets

The top management shall ensure that the necessary measures for the safety of customers and staff (i.e. video camera control, guard rounds, control of car park keys or any other means) are put in place.

As for interior security, the following aspects shall be contemplated:

- a) access to the hotel and rooms shall be controlled, especially at night;
- b) the rooms shall be furnished with the necessary mechanisms to guarantee their privacy and security;
- c) strict control of bedroom keys/access cards shall be kept, and especially with master keys/access master card (if applicable);
- d) a system shall be in place to identify the customers at points where sales or consumptions are made (restaurant, bar, etc.) when they are charged to their account;
- e) the hotel shall guarantee the security of the information, including data protection of customers and staff.

8.6 Safety of the buildings and facilities

The top management of the hotel shall guarantee the good state of preservation of the buildings and areas, as well as the good use of the equipment (e.g. lifts, air conditioning, escalators, handicap facilities, playgrounds, gyms).

The buildings, facilities and equipments shall have no risks for customers and staff.

8.7 Fire protection

There shall be an adequate equipment and implemented measures against fire, in order to reduce the risk of fire breaking out, to prevent the spread of flames and smoke and to enable the emergency services to take action. These equipment and measures shall be determined by or together with the relevant competent authority. All the elements used for this purpose, such as but not limited to, extinguishers, equipped fire hydrants, hydrants, dry columns, automatic detectors, exchange, manual alarms, sprinklers, motor pump groups and emergency and evacuation signposting, shall be operative at all times.

Evacuation routes and emergency exits shall be duly signposted, permanently free from obstacles and easily opened from the inside without any form of locks such as chains, padlocks or the like.

8.8 Emergency management

The hotel shall have an emergency plan defined and documented, which also contemplates the evacuation measures for people with physical, mental or sensorial disabilities.

The hotel shall facilitate the intervention of fire fighters, civil protection, etc. in case of emergencies.

The hotel shall inform the customer on how to act in the case of emergency and evacuation.

9 Maintenance requirements

9.1 General requirements

Regardless of whether the maintenance services (all or some of the activities) are carried out by the hotel itself or through external companies, there shall be a team and a system of scheduled actions to repair or minimize any problem.

The maintenance service shall define and maintain a minimum stock of spare parts and consumables required to address periodical reviews and inspections, scheduled operations and the most frequent problems in the hotel.

The maintenance service shall have a warehouse, clean and organized. It should have a classification and storage system.

Maintenance activities shall minimize the impact on the customer and, for that purpose, the hotel shall comply with the following:

- a) any anomaly or malfunction of the equipment of the rooms shall have priority over the rest of the actions unless several customers are affected or they put people at risk;
- b) the problems communicated by customers shall be given immediate attention and the customer shall be informed of the solution adopted;
- c) leaving tools, utensils or products that could put people at risk shall be avoided;
- d) repair tasks shall be carried out if possible in the areas prepared for those tasks, with the least possible disturbance of the customers. Once the repairs have been completed, the space where the repair was made shall be cleaned;
- e) annoying noises during hours which can disturb the customers shall be avoided;
- f) when there are ongoing works that could entail a risk for the customers or staff, visible indications to avoid accidents shall be placed, and if necessary, the access to that area shall be restricted;
- g) the maintenance service shall keep a fluid communication with the rest of the departments for a quick resolution of the problems and incidents detected or the restriction of access to affected areas.

9.2 Buildings and outdoors

Facilities of the hotel shall be indicated as well as the main routes to get to them and at least those that start at reception and from the places near to the exit of the lifts on every floor of the building.

Signposting shall be uniform. When using pictograms, these shall be simple and easy to understand, located in visible places and at an appropriate height to be read.

The walls, floors, ceilings, furniture and decorative elements shall not have any noticeable cracks or flaws.

Garden areas and plants shall be well kept in good condition.

9.3 Equipments

Equipments (e.g. regular and emergency lighting, switches, power sources, tap fixtures, etc.) shall operate correctly, be safe and shall not have any noticeable damage.

Safety equipment shall be duly signposted and shall be operative, visible and accessible.

10 Cleaness requirements

10.1 General requirements

A responsible use of the cleaning products shall be made respecting the indications and recommendations of the manufacturer, relating to both safety of people and to protection of the environment. Environmentally and chlorine-free cleaning products should be used, as well as microfiber cloths that reduce the amount of cleaning liquid required.

Cleaning utensils for the bathroom shall be identified and used only for its purpose.

When cleaning, making noises that could annoy the customers shall be avoided in areas near the rooms (especially during activities carried out early in the morning or during the night), rest areas or those in which events are performed.

The cleaning products in bulk which require being transferred to smaller recipients should have an automatic dispensing system.

10.2 Cleaning plan

10.2.1 General

A cleaning plan shall be documented and implemented, allocating the tasks to staff accordingly and defining the cleaning routes for the different areas of the hotel.

In case cleaning is subcontracted, the entity responsible for the cleaning shall draw up the detailed plan.

10.2.2 Cleaning of common areas

The hotel shall guarantee the cleaning of its common areas (i.e. lobby, events rooms, corridors, stairs, parking lots, gardens, yards, indoor and outdoor pools, toilets).

In general terms, the minimum cleaning frequency should comply with the following table:

Table 1 — Cleaning frequency guide

Area	Minimum frequency
Lobby and near areas, corridors and stairs	Twice a day
Toilets	Three times a day
Events rooms	Before each event, during breaks and after the event
Outdoor areas	Once a day
Swimming pools	Once a day
Sauna	After each service
Other facilities and equipments	It shall be determined by the hotel at the cleaning plan, according to the needs

However, the mentioned frequencies might be modified if there is a low use of the facilities, these are clean or when it is proved that customers are unsatisfied with the level of cleaning.

In the same way, the frequencies shall be augmented when there is an intensive use of the facilities and cleanliness might not be guaranteed with the above mentioned frequencies.

NOTE For example, the toilets which are situated next to the lobby will probably need a higher frequency comparing to the toilets located next to the events rooms (if those exist), when the meeting rooms are not in use. On the contrary, when the events rooms are in use, they will probably need a higher frequency of cleaning. The same situation could be applicable to facilities next to the outdoor pool, depending of the season, gardens or any other area of the hotel.

In addition to cleaning activities, disinfection activities shall be determined in the cleaning plan for those facilities where specific disinfection is needed, such as pools, saunas, toilets or kitchen.

Cleaning staff shall report incidents (e.g. defective lights, damaged faucet) and shall have to keep the cleaning equipment in perfect conditions to perform its function.

Furthermore, the following requirements shall be met:

- the products used in the kitchen shall guarantee disinfection and shall be apt for use in food industry;
- cleaning utensils for the bathroom shall be identified, with respect to the use given to them;
- cleaning products shall keep their original labels or be visibly identified. Recipients used for the food that could cause accidents if mistaken shall never be used;
- during cleaning activities and when the floor is wet, the warning signposting shall be displayed to inform the customers and avoid accidents;
- cleaning shall be carried out even when common areas are not being used by the customers;
- the cleaners shall have adequate means (cleaning trolley or similar) for cleaning rooms;
- the minimum content of the storage room and of the cleaning trolleys shall be defined.

The cleaning plan shall guarantee that:

a) Regarding indoor common areas

- walls, floors, ceilings, furniture, mirrors, doors, panels, push buttons, decorative elements, wastebaskets, trash containers, etc. are clean;
- the facilities are ventilated and fresh smelling;
- areas and equipment used by the hairdresser (if any) and spa (if any), are kept clean and disinfected;
- new clean implements (towels, blankets, etc.) are changed and replaced after each spa service, hairdresser, or after their use in swimming pools.

b) Regarding toilets of common areas

- the walls, floors, ceilings, furniture, mirrors, equipment, windows, decorative elements, visible part of the faucets, etc. are clean;
- consumables (e.g. toilet paper, soap) are replaced;
- bags are changed and placed in the bins at least daily (if they have been used), and every time it is necessary;
- toilets are ventilated and fresh smelling;
- daily cleaning and disinfection records are kept.

c) Regarding outdoor common areas

- the walls, windows and decorative elements are clean;

Concerning the cleaning of pools and spas, the following specific requirements shall be met:

- the pool water shall conform with the established microbiological and physico-chemical parameters, be clean and disinfected;
- pools shall have a filter system;
- the hotel shall define when *legionella* treatments shall be run, according to the facilities and the risks. The records of the treatments shall be kept.

10.2.3 Cleaning of rooms

10.2.3.1 General requirements

The routes for cleaning rooms shall be defined in such a way that the cleaners know each time which ones they have to clean. The route established shall be compatible with attention to the customers that have requested a preferential cleaning timetable. The rooms with expected arrivals shall also be considered.

The cleaning of the rooms on different floors or areas of the hotel should be started from a different point each day, so as to avoid systematically attending the same rooms first.

Generally, cleaning shall be done in the morning shift.

After the cleaning of every room or area, the person in charge shall verify with the floor clean room inventory that the cleaning has been done correctly.

10.2.3.2 Cleaning of occupied rooms

Unless authorized by the customer, cleaning shall not be carried out while the customer is in the room. "Do not disturb" indications shall be respected. When the customer insists the room be cleaned when inside, his request shall be honored.

Occupied rooms shall be cleaned every day. The cleaning activities shall include the following as a minimum:

- a) the cleaning of the room, bathroom and terrace, if applicable;
- b) making the bed(s) and cleaning of carpets;
- c) replacing consumables in general, in quantity enough to guarantee a normal use until the next cleaning service, and especially soap in all categories, gel and shampoo;
- d) the removal from the room, washing and replacement of all used coffee pots, coffee mugs, and glassware;
- e) replacing the contents of the minibar (if there is one), except when the mini-bar is furnished according to the specifications of the customer;
- f) sending the customer's garments to the laundry with the corresponding complete information on the bag or laundry sheet, if the hotel offers this service.

Used towels shall be changed daily for fresh ones, except otherwise requested by the customer.

Regarding the linen change policy, the housekeeping service shall change sheets every third day (or less) of a customer's stay, unless:

- the customer requests that their sheets be changed;
- the linen is stained or damaged in any way; or

— there is a discrepancy between front office and housekeeping on the room status.

Furthermore, when the turndown service is provided, it shall include the following: folding down or removing bedding, replenishing used towels if requested and surface cleaning of the bathroom facilities.

Guest's personal clothing, toiletries and other articles shall be straightened and left in the same place they were found.

Wastebaskets and ashtrays shall be cleaned; draperies and lighting shall be adjusted.

10.2.3.3 Cleaning rooms after check-out

After the departure of a customer, the room shall be left ready for the arrival of the next customer in conformance with the following requirements:

- a) the room shall be aired for ventilation and the bed stripped;
- b) the linen shall be changed and the beds made;
- c) additional elements (such as pillows, blankets) shall be available and clean;
- d) if additional pillows are in the cupboard, these shall be protected;
- e) carpets shall be cleaned;
- f) the bathroom's stock of amenities shall be filled up and the replacement of towels shall be done;
- g) the bathroom fixtures, taps and mirror shall be clean;
- h) there shall be a bag in the waste paper basket;
- i) the drinking glasses shall be protected and other consumables replaced;
- j) printed material shall be complete and in the corresponding place;
- k) if there is stocked mini-bar, it shall be full and with products whose preferential expiry date is later than the following revision;
- l) the walls, floors, ceilings, mirror and windows, furniture, equipment and decorative or functional elements shall be clean;
- m) the performance of the basic equipment in the room shall be checked, reporting to the maintenance service the anomalies detected;
- n) the room shall be free of unpleasant odors.

Rooms which have been vacant for over a week (even though previously cleaned) shall be ventilated and dusted. Cisterns shall be flushed and taps opened.

Frequency should be increased according to the needs (e.g. humidity or others).

10.2.3.4 Deep cleaning program

An inspection and deep cleaning program for all rooms shall be carried out at least once a year, considering the level of occupation, seasonality and the needs. Mattress labeling and turning as well as curtains, carpets and windows cleaning shall be included in the program, when applicable.

10.3 Linen and laundry cleaning

The cleaning plan established shall define the minimum frequencies for cleaning according to the characteristics of the textiles in the rooms and in common areas, such as carpets, rugs, tapestries,

curtains and shades, shower curtains, mattresses, blankets, pillows. The minimum frequency should be increased, according to the occupancy.

The hotel shall have a linen area that:

- a) has capacity enough and furniture in good condition to allow the linen to be well stored and classified;
- b) is clean and tidy, ventilated and not humid;
- c) has means to separate clean and dirty clothing;
- d) has spare linen protected.

Furthermore, if the hotel has its own laundry, it shall also have products and washing machines, dryers and irons that guarantee the correct service.

A piece of linen or towel ready to be given to a customer shall meet the following requirements:

- it shall be clean;
- it shall smell fresh;
- it shall be ironed and folded or hung.

11 Supply activities

The hotel shall have a procedure for purchases, which shall include the following:

- a) identification of goods to be purchased;
- b) internal requirements for purchasing products;
- c) system for making orders, including records of the orders and of the goods received;
- d) level of authorizations;
- e) selection and evaluation for supplier's criteria (i.e. capacity to attend unexpected or exceptional orders, environmental policy, quality of products, complaints, delays);
- f) stock required for different items to guarantee the service at all times.

The food suppliers shall be in possession of the health authorization (if applicable); the hotel shall have a copy or access to that information.

All orders shall be registered in such a way that a follow up can be made on what is ordered and what is received.

12 Customer satisfaction and feedback compilation

The hotel shall offer the customers the option of expressing their comments, complaints and suggestions (through paper questionnaires or electronic forms, online reviews, boxes for customer's comments, etc.). The information gathered shall be assessed to improve the services provided.

The hotel shall respond to all complaints received.

The hotel shall implement a guest satisfaction index to measure and monitor customers' satisfaction.

The hotel shall establish an internal communication system, so that all members of the staff are regularly informed of the degree of customer satisfaction in their field of work.

Comments and complaints of customers and the hotel related actions should be recorded.

Annex A (informative)

List of possible categories and breakfast buffet products

No. of categories	Possible categories	Possible products
1	Milk	Whole milk, skimmed milk, etc.
2	Yoghourts	Natural yoghurt, natural low fat yoghurt, strawberry, pineapple yoghurt, etc.
3	Cheeses	Manchego cheese, Gouda cheese, cream cheese, etc.
4	Butter and margarine	Butter, margarine, with salt, without salt, etc.
5	Cereals	Rice, wheat, müsli, sugarless cereals, etc.
6	Breads	White, sliced, wholemeal, etc.
7	Pastries	Croissant, plum-cake, cakes, buns, sponge cakes, muffins...
8	Cakes	Various cakes
9	Pies	Apple pie, strawberry pie, etc.
10	Fried pastry	Deep fried doughnuts, fritters, arepas
11	Sugars and sweeteners	White sugar, brown sugar, cane sugar, sweeteners, etc.
12	Marmalades and jams	Strawberry, sugar free strawberry, peach, bitter orange, plum...
13	Honeys	Dark honey, sugar cane syrup, etc.
14	Oils	Olive oil, olive oil with garlic, etc.
15	Vegetables	Natural tomato, grilled tomato, green beans with tomato...
16	Cold meats	Bacon, garlic sausage, salami, boiled ham, cured Spanish ham, turkey breast, bologna, etc.
17	Patés and similar	Duck liver paté, foie gras, etc.
18	Meat	Hot pork loin, Frankfurt sausages, Bratwurst sausages, cured sausage, etc.
19	Eggs	Fried eggs, boiled eggs, scrambled eggs, benedictine eggs
20	Cooked dishes	Croquettes, omelettes, etc.
21	Natural fruits	Orange, grapefruit, melon, watermelon, plums, etc.
22	Fruits in syrup	Fruit cocktail, peach compote, pear compote, etc.
23	Dried fruits	Dried figs, sultanas, dates, dried peaches, etc.
24	Coffees	Coffee, instant coffee, decaffeinated soluble coffee, etc.
25	Teas	Tea, chamomile tea, lime Blossom, perennial mint tea, etc.
26	Chocolates	Cocoa in bulk, etc.
27	Natural juices	Orange, pineapple, etc.
28	Juices	Orange, pineapple, peach, apple. Sugar free juice, etc.
29	Waters	Mineral water, sparkling water, flavored water, etc.
30	Champagne, wines	Champagne, cava and sparkling wines, etc.
31	Porridge	Oat porridge, rice porridge, etc.

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