During a visit, the Quality Advisor will make an assessment in each of a potential 46 areas depending on the nature of the business. These include the exterior of the premises, bedrooms, bathrooms, public areas, dining room and most importantly, services, cleanliness, food and hospitality aspects. Not all areas will be applicable in all establishments. Where any area is not applicable, no assessment will be made and there will be no penalty for not providing any of these facilities or services.

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 the Quality Advisor visits your property, they will evaluate all the aspects of the accommodation and service you provide.

For each area included in the assessment, the Quality Advisor will decide whether to award a score of ‘Exceptional’ (5 marks), ‘Excellent’ (4 marks), ‘Very Good’ (3 marks), ‘Good’ (2 marks), ‘Acceptable’ (1 mark) or ‘Poor’ (0 mark).

Quality Advisors will consider two main factors when awarding a score; quality and condition. Taste or fashion will have no influence. For example, a piece of furniture might be of the highest quality manufacture but has not been well maintained and as a result of damage, wear and tear or ageing, the mark awarded will be lowered. Another piece of furniture although in pristine condition or new may lack the intrinsic quality to achieve a high score.

Examples where both quality and condition exert an influence on the assessment are included in the following guidance notes.

They have been drawn together from many years’ experience of carrying out grading assessments and are examples that have been experienced by the team of Quality Advisors. They are not prescriptive or exhaustive. They are intended to give a broad impression of the areas assessed and to illustrate some of the most frequently met situations that would determine the marks given.

There will in practice be an infinite number of other types of provision under each area which may affect the scores, reflecting the wide range and diversity of small serviced accommodation in Scotland. As always, these may be discussed with the Quality Advisor during the visit and will be taken into account in the assessment.
Assessed establishments will be given an overall quality grade on a scale of One to Five Stars as shown in the grading bands below.

<table>
<thead>
<tr>
<th>Star Grade</th>
<th>Percentage Range</th>
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</thead>
<tbody>
<tr>
<td>Five Star</td>
<td>85 – 100%</td>
</tr>
<tr>
<td>Four Star</td>
<td>70 – 84%</td>
</tr>
<tr>
<td>Three Star</td>
<td>55 - 69%</td>
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<tr>
<td>Two Star</td>
<td>47 - 54%</td>
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<tr>
<td>One Star</td>
<td>30 - 46%</td>
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<tr>
<td>Fail</td>
<td>0 - 29%</td>
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</table>

The overall Star grade achieved is based on the overall percentage achieved provided that the relevant standard is met in the key quality areas: cleanliness, hospitality and friendliness, bedrooms, bathrooms and food.

For example, to achieve a Four Star grade, the establishment must score a minimum of 70% overall and 70% minimum in each of the key areas above i.e. cleanliness, hospitality and friendliness, bedrooms, bathrooms and food.

We use phrases such as ‘exceptional’, ‘excellent’, ‘very good’, ‘good’, and ‘acceptable’, to signify descending 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.

This section assesses the telephone manner when making a booking, the warmth of welcome on arrival, the attitude and friendliness at meal times and departure and spontaneous interactions at other times.

For example

5  Guests personally greeted on arrival. Excellent rapport building skills and friendliness. 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. Spontaneous acts of hospitality making guests feel really at home. Goes the ‘extra mile’ to ensure guests feel welcome and this is the norm. Outstanding first and last impression.

4  Attentive, more personalised service with excellent levels of customer care such as use of guest’s name, pro-active, friendly attitude and 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. Spontaneous conversation with an attempt to establish a good rapport. Good eye contact and no delay in acknowledging guests’ presence.

3  A positive, polite and friendly attitude from proprietors and/or staff. Responsive attitude rather than pro-active with some willingness to help when asked. Pleasant when approached but spontaneous dialogue may be limited to service needs. Some acknowledgement of guests. An effort made to avoid unwelcome intrusion.

2  A good standard overall, although some areas may be overlooked.

1  All surfaces clean and free from dust. All rooms vacuumed daily. Public areas kept tidy. Acceptable.
on guests’ privacy. A very good first and last impression with a welcoming smile, cheerful demeanour and attitude.

2 Neutral/mechanical behaviour with no particular friendliness or enthusiasm. All guests dealt with promptly and in a courteous and helpful manner.

1 Limited guest contact and interaction. Offhand with very limited interest or effort. Not surly or rude but may show some indifference to guests.

SERVICE AND EFFICIENCY

BOOKING AND ARRIVAL

This section assesses the promptness in answering the telephone call (although an answer-phone may be acceptable), the level of information offered and the efficiency with which the booking was taken as appropriate to the style of accommodation. The arrival procedure from when guests first arrive at the property.

Scoring

For example

5 Usually no more than five rings before telephone is answered. If answer-phone used, some indication of how long guest has to wait for a response. 24 hour response to answer-phone booking request. Bookings handled in a professional manner that makes the guest feel welcome and gives confidence that details have been accurately recorded. Offer of dinner as appropriate or, if not provided, alternative suggestions offered. Offer of directions and explanation of parking arrangements. Booking repeated back to guest and some form of written (or electronic) confirmation offered.

On arrival, a prompt answer to the doorbell where the door is locked, some guests may be met at their car and assistance given with luggage by owners/staff. Guests shown to rooms with unprompted luggage assistance. Explanation of accommodation and bedroom facilities. Room prepared for guests’ arrival as appropriate to the season. Appropriate use of guest’s name. Offer of refreshment on arrival.

4 Competent and efficient booking procedure with directions offered. Description given of room’s style and content. When no single room is available, an alternative is spontaneously offered. Some additional helpful information provided such as the availability of non-smoking rooms, leisure or additional facilities for guests.

Escort to the bedrooms and indication of public areas. Assistance with luggage offered. Bedroom heated to appropriate temperature according to season.

3 Organised approach for dealing with guest enquiries, reservations, correspondence, complaints etc. Good telephone skills evident. Any restrictions on arrival time explained.

Willingness to help guests on arrival and escort to bedroom may be offered. Assistance with luggage given on request. Proprietor or staff available to deal promptly and effectively with enquiries. Information such as breakfast times or dinner availability volunteered.

2 Competent telephone manner including name of establishment mentioned when telephone is answered. Bookings taken with a better range of details taken e.g. guest names, addresses, telephone number, dates of stay, number of single/double rooms required and price volunteered. Guests made aware of any access restrictions when they are booking.

Clear indication of means to gain access (outside) and also attract attention (inside).

Response to guests’ requests should be dealt with promptly. Information such as breakfast times and dinner availability explained on request.

1 Basic guest details recorded on booking, name requested as a minimum. Informal style acceptable with price not necessarily volunteered. Acceptable telephone skills and may be a long time in answering telephone. Any deposit, booking conditions and cancellation policy explained.

Some delays likely on arrival. Access on arrival may be restricted. Ad hoc registration of guests but in accord with statutory requirements. Guests given key and directed to their rooms with no additional information.
DINNER (WHERE SERVED) AND GENERAL SERVICES
This section assesses the service at the evening meal (or bar if appropriate) and the response to other enquiries (e.g. iron/ironing board, places to eat, leisure/tourist information, jug of milk, etc.) Where an evening meal is not available, general service will be assessed.

Scoring
For example

5 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). Overall service will be very capable and attentive. Where an evening meal is not served, detailed information and/or menus about local dining options provided and offer to book a table. Where a bar is available, some degree of table service provided.

Well laid out and well organised room information relating to the establishment and the local area with a considerable amount of personal input. Excellent range of tourist information with leaflets supported by personal input, books, maps, etc.

4 A high standard of food and drink knowledge. More attentive service such as offering bread and water, prompt table clearing and satisfaction checks. Dinner service well paced and unhurried. 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.

Some room information relating to the establishment and/or the local area. Well presented tourist information leaflets on display.

3 Very good food and drink knowledge. Where an evening meal is served, verbal or written explanation of dishes available. A well-paced meal service with prompt order taking. 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.

2 Competent service with helpful attitude. Reasonable food and drink knowledge. Simple range of tourist information

1 Adequate social and service skills. Little food knowledge with no explanation. Delayed service with limited attentiveness. Tables laid appropriately for the meal being served. Little or no tourist information.

BREAKFAST
This covers the assessment of appropriate skills and efficiency levels of breakfast service including the menu, product knowledge, ordering, promptness of service, staff appearance and levels as appropriate.

Scoring
For example

5 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. Explanation of breakfast arrangement/system. Guests may be shown to their seat and likely to have separate tables. Smooth unhurried and prompt service. Clean and well-presented menus with details of availability.

4 More attentive service, e.g. the offer of hot drinks and toast. A high standard of food knowledge. Prompt table clearing and satisfaction checks throughout breakfast including the offer of more tea/coffee and toast. Service skills should be consistently excellent between staff. A written menu may be available. The choosing of standard breakfast items in the morning at the breakfast table, and not the day before.

3 Verbal or written explanation of available breakfast choices. Very good product knowledge. A well-paced meal service with no major delays. Tables correctly laid with appropriate cutlery, crockery and napkins. Starters should be cleared before the main course. Breakfast buffet items kept topped up. No self service of hot drinks.
2 Competent service with helpful attitude but limited skill. Timely awareness of guests' arrival in the breakfast room. Reasonable knowledge about what is on offer. Occasional delays to service and main course may arrive before starter finished. Some items missing from table e.g. cutlery.

1 Adequate social and service skills. No explanation of hot choices or “full cooked” as only choice. Some delays in service delivery. Some items on the table in advance e.g. glass of orange juice. Tables laid appropriately for the meal being served although several items may be missing.

DEPARTURE
This assessment covers the service experienced by most guests on departure and includes the promptness of service and its process, the presentation and accuracy of the bill, the payment process, the offer of luggage assistance or help with the onward journey, etc.

Scoring
For example

5 Professional attitude and attention to detail. 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. Bill likely to be accompanied by a business card and envelope. Guests asked if they enjoyed their stay. Offer of assistance with luggage, and offer of directions to next destination.

4 Prompt attention when summoned and use of guests' name. Bill fully pre-prepared. Proprietors and staff well versed in all methods of payment where appropriate. Payment process progresses without excessive interruption from other duties. Exchange of pleasantry upon departure.

3 Reasonably prompt process. Efficient procedures for handling guest departure. Accurate bill, some of the elements prepared in advance of guests' departure. Anyone assisting on departure knows the payment system. Willingness to help with requests for assistance e.g. luggage help.

2 No undue delays for the guest on departure. Some hesitancy in dealing with guests. Bill may have some errors and not fully prepared. Proprietors and staff willing to assist if bill is unclear or inaccurate.

1 Adequate service on departure with limited guest contact. No written bill or only provided upon request. Other duties distract from the departure process.

EXTERIOR

BUILDINGS – QUALITY AND CONDITION
This section covers the external appearance and condition of all buildings (including annexes, outbuildings and storage areas): stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys, roofs, window boxes, tubs and hanging baskets, external signage attached to the building and lighting.

Allowance may be made for the age of the building and its architectural style.

Scoring
For example

5 Exceptional 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.

4 High quality maintenance of stonework and paintwork, although some natural weathering may be present. Some additional external features to enhance the appearance. This includes window boxes, especially in properties without a garden. Any outbuildings or annexes to be of a similar quality and condition to the main building.

3 Well-maintained property and outbuildings. Some natural weathering may be present. Fabric all in sound condition with no obvious structural defects or damage. Paintwork, pointing and windows all in a good state of repair although not necessarily recent. Attractive use of window boxes, hanging baskets and tubs where appropriate. Where displayed, signs maintained in very good condition.
2 Exteriors maintained in sound, clean condition although some maintenance issues may be present. Small defects, damage or cracks etc. to stonework/paintwork. Signs of ageing and defects limited to a small number of areas. No evidence of recent freshening up. Signage showing signs of ageing. Limited lighting or signage.

1 Exterior of buildings maintained in an acceptable sound, clean condition. Many minor maintenance issues or one substantial issue. Adequately maintained property, overall.

GROUNDs / GARDENS / FRONTAGE

The assessment of grounds and gardens includes areas only under the control of the proprietor and are assessed using seasonal adjustments e.g. snow covered or leaf fall in autumn. Grounds and gardens are assessed only where guests have access. However a garden area under the owner's control which detracts from the outlook from a public area will have an impact on the score. Where there are no grounds or gardens, the frontage of the property will be assessed. The frontage includes the main entrance/front door and the immediate surrounds (e.g. planters, lights, sign, steps, canopy etc) and immediate area before entry. The first impression sets the scene and creates an expectation for the guest.

Scoring
For example

5 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. Exceptional attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features e.g. gazebo, pergola, summerhouse, garden furniture, etc. Excellent, well-positioned lighting and signage. Styles and degree of formality will differ according to location and there may be a deliberate provision of ‘wildlife’ habitat. Dustbin/storage areas hidden/screened and no evidence of litter. Frontage looks well cared for, is regularly swept and creates an outstanding first impression.

4 Excellent standards of maintenance in the garden. Generally tidy flowerbeds, pathways and hedges with all trees and shrubs well tended. Outlying areas may be more ‘natural.’ Evidence of some attention to detail e.g. well-surfaced, pothole-free driveways, colourful borders and wide level pathways. Dustbin area not visible and preferably screened. Frontage tidy in all respects with some enhancements.

3 Very well-maintained and tidy grounds, driveways, footpaths etc. Attractive overall appearance with no overgrown tangled areas. Immediate grounds kept tidy and weeds under control. Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect possibly by low-maintenance planting. Effective lighting and signage where required e.g. long driveway. Easy access. Well-maintained surface. Frontage tidy and well maintained.

2 Garden not really a feature with little attempt at interesting planting/landscaping. Grass may be untrimmed and some signs of neglect e.g. weedy areas. Evidence of some effort made to make gardens more attractive, tidy and litter free. Pathways without trip hazards. Refuse bins and storage areas visible and untidy. Frontage generally tidy but may be some neglect.

1 No real interest demonstrated in the garden. Evidence of neglect with only the immediate surroundings maintained to any degree. Adequately maintained driveway. Refuse bins and storage areas a bit of an eyesore. Frontage an adequate first impression.
CAR PARKING (WHERE PROVIDED)

This section assesses all car parking areas, driveways/access roads which are under the control of the proprietor and the impact on the guests and cars. The condition of the surface, size and delineation of spaces, ease of manoeuvrability, illumination, security, signage and garaging or undercover parking all contribute to the assessment. In a B&B, a less formal provision of parking may be appropriate. This section is not applicable where there is no car park.

Scoring
For example

5 Ample car parking spaces, clearly signed e.g. painted stones. Most aspects excellent. Excellent, well-positioned lighting for both security and un-loading purposes. Consideration given to the security of the guests’ cars. Paths and steps well lit at night. Driveway gives an impression of quality. Excellent surface (appropriate to location). Excellent room for manoeuvre. Clear indication/signage of where to park.

4 Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival and may be informal. Well-surfaces and well-spaced bays. Clear indication from driveway where to park and driveway lit. Lighting should ensure that guests feel safe when using the car park in the evening / early morning.

3 Very good, easy access with signage as appropriate. Easy access to parking with well-maintained, pothole-free surface and clear definition. Effective lighting and signage. Generally easy to manoeuvre. A more structured approach to parking for establishments who receive non-residents.

2 Parking will be good generally but may have odd poor standard from some perspectives. Drive may have uneven surface, but no hazardous potholes. Weeds may be evident. Spaces may be very narrow. Manoeuvrability may be limited. Some attempt to manage parking arrangements.

1 Reasonably easy, safe and adequately maintained parking. Parking will be a poor standard from many perspectives. Spaces on rough or uneven ground, may have unclear signage and be poorly lit.

OTHER PUBLIC AREAS (WHERE APPROPRIATE) – QUALITY AND CONDITION

RECEPTION/RECREATION/ PUBLIC WCS, STAIRS, CORRIDORS, ETC.

Scoring
For example

5 The decoration, furniture, furnishings, fittings and flooring should be of an exceptional 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 co-ordination 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.

4 The decoration, furniture, furnishings, fittings and flooring of an excellent quality and condition. Excellent 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 excellent condition.

3 The decoration, furniture, furnishings, fittings and flooring of a very good quality and condition. Very good-quality furniture, substantial lined curtains, good use of co-ordination and well-fitted, very 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.

2 The decoration, furniture, furnishings, fittings and flooring of a good quality and condition. Sufficient space allowing for guests to register and settle bills. Any recreational facilities in a well-maintained condition.

1 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, smoke, pets etc. Any recreational facilities in an acceptable condition.

**BEDROOMS – QUALITY AND CONDITION**

**DECORATION**

**Scoring**
For example

5 Exceptional interior design, with high attention to detail. Thoughtful co-ordination 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.

4 Excellent standard of decoration with use of high quality pictures and prints where applicable. Some effort made to hide surface-mounted pipes and wires.

3 Co-ordinated interior decoration. Well-finished, very good quality wall coverings and paint work. Wall and ceiling coverings well applied. Use of pictures etc where appropriate, particularly on plain walls.

2 Decoration may be old, but not damaged, scratched or torn.

1 Functional decoration and limited co-ordination. Limited pictures and wall hangings.

**FURNITURE, FURNISHINGS AND FITTINGS**

**Scoring**
For example

5 Exceptional quality, modern reproduction or antique furniture. Some 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. Outstanding co-ordination 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 exceptional condition and may be disguised by painting or radiator covers.

4 High quality furniture, furnishings and fittings. Not necessarily new, but furniture still offering substantial comfort. Full curtains, possibly with additional embellishments such as tiebacks.

3 Very good quality furniture, in a sound and usable condition. Good use of co-ordination. Size and amount of furnishings in proportion to the space available. Well-positioned lights giving good levels of illumination. Very good quality light fittings with appropriate shades. Substantial, lined curtains.

2 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 good quality and in a good condition.

1 A limited range of furniture, furnishings and fittings in terms of quality and range. Limited co-ordination 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.

**FLOORING**

**Scoring**
For example

5 Professionally fitted, high quality carpeting, (e.g. high percentage wool content in pristine condition) with substantial underlay. Polished floorboards or high quality engineered flooring with rugs.

4 High quality flooring, but not necessarily new and may show signs of wear, or excellent quality but in pristine condition. Normally professionally fitted.
3  Well-fitted, very good quality flooring in sound condition and comfortable under foot. Wooden floors in very good condition. Some underlay for carpeting.

2  Good quality flooring, but carpets may have a high man-made fibre content.

1  Adequate comfort to flooring. Some signs of wear and tear may be evident. Not necessarily professionally fitted.

BEDS / BEDDING

Scoring

For example

5  Outstanding quality bed e.g. sprung mattress and high quality base. Clean headboard offering a high degree of comfort. Co-ordinated 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 co-ordinated with bedroom décor and other soft furnishings. High standard of overall presentation. Appropriate use of valances, pillows and cushions.

4  Excellent firm/deep mattresses and sound bases. Headboards offer a degree of comfort. Excellent quality linen co-ordinated 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.

3  Very good quality, comfortable bed. Firm mattress and sound base. Bed frames may be of older style, but in very good condition. Well-presented beds with very good quality, freshly laundered, co-ordinated linen and bedding. Clean and fresh additional bedding, preferably wrapped, provided in guest rooms.

2  Beds and bedding of a good quality. Well-maintained beds and mattresses. Bedding may be faded, but some attempt at co-ordination.

1  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.

LIGHTING / HEATING / VENTILATION

Scoring

For example

5  Variety of high 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. Fans for guests’ comfort available on request in hot weather.

4  Excellent 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.

3  Well-positioned lights giving very 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.

2  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.

1  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.
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, colour TV, 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.

Scoring
For example

5 Exceptional range of high quality accessories.
4 A substantial range of excellent quality accessories.
3 Very good range and quality.
2 Small range of good quality.
1 Very limited in range and quality.

SPACE, COMFORT, EASE OF USE
Scoring
For example

5 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.
4 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 usable. Excellent 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.
3 Sufficient space to allow free movement and a very 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. Very good access to both sides of a double bed. Practical, comfortable chairs. Ample socket provision for all provided equipment.
2 Room sizes will need to be larger with significantly more usable space around furnishings and fittings. Uncluttered rooms. Satisfactory seating for style of accommodation.
1 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.

DECORATION
Scoring
For example

5 Exceptional 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.
4 Excellent 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.
3 Well-finished, very good quality wall coverings and paint work. Wall and ceiling coverings well applied.

2 Decoration possibly old, but not damaged, scratched or torn.

1 Functional decoration and tiling. No real co-ordination.

**FIXTURES AND FITTINGS**

Scoring
For example

5 High quality, solid, well-made fittings in pristine 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.

4 Good sized bath and washbasin. Shower screen or high quality shower curtain. Excellent 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.

3 Solid, matching, very good quality and well-fitted appliances. Co-ordinated sanitary ware. No small baths or undersized showers with awkward access. Very 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.

2 Fittings of a good quality, but may be dated or worn. Sanitary ware may not be matching and may include plastic washbasins, shower trays etc.


**FLOORING**

Scoring
For example

5 Professionally fitted, high quality carpeting, tiles, vinyl or laminate. Polished floorboards or high quality engineered wooden flooring with rugs. Where the flooring is tiled, grouting and sealant is in outstanding order.

4 High quality flooring, but not necessarily new and may show signs of wear, or excellent quality but in pristine condition. Normally professionally fitted.

3 Well-fitted, very good quality flooring in sound condition and comfortable underfoot. Wooden floors in very good condition. Some underlay for carpeting.

2 Good quality flooring, but any carpets may have a high man-made fibre content. Vinyl flooring or tiles should have little damage.

1 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.

**LIGHTING, HEATING AND VENTILATION**

Scoring
For example

5 Well-positioned, high quality lights giving excellent levels of illumination for various purposes, e.g. shaving, applying make-up etc. Responsive, thermostatically controlled, automatic heating. Heating source possibly a heated towel rail. Where there is a window, an extractor fan as well as the window will be expected.

4 Excellent 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.

3 Well-positioned lights giving very good levels of illumination particularly by the mirror. Ample natural light. Comfortable heating levels, appropriate to the room size and providing overall uniform temperature.
2 Good levels of lighting. Possibly main light only. Heating offering a good level of heat which might be automatic or thermostatically controlled.

1 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. Effective ventilation. Possibly window only.

TOWELS AND TOILETRIES – QUALITY, RANGE AND PRESENTATION

Scoring
For example

5 Greater range of high 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.

4 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.

3 A better range of very 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. Very 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.

2 Towels possibly slightly thicker and matching. Soap may be of good quality, but possibly wrapped. Additional accessories – if any – possibly of a basic quality and presentation.

1 Satisfactory quality, with minimum range and size of towels. Soap only provided. Possibly unwrapped or in a dispenser of acceptable quality.

SPACE, COMFORT AND EASE OF USE

Scoring
For example

5 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.

4 Excellent layout of sanitary ware and fittings to maximise convenience and ease of use. Excellent provision of shelf space for guests’ toiletries etc.

3 Very good space to allow easy access to the facilities.

2 Good levels of comfort. Possibly limited space but guests should be able to use facilities, comfortably with convenient access to bath, shower and WC.

1 Adequate space with satisfactory layout and sufficient free movement. Adequate water pressure and satisfactory drainage. Flat surface available for guests’ belongings.

DECORATION

Scoring
For example

5 Exceptional interior design with high attention to detail. Thoughtful co-ordination 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.

4 Excellent standard of decoration with use of high quality pictures and prints where applicable. Some effort made to hide surface-mounted pipes and wires. Decoration may be old, but not damaged, scratched or torn. More attempt at co-ordination.
3 Co-ordinated interior decoration. Well-finished, very good quality wall coverings and paint work. Wall and ceiling coverings well applied. Use of pictures etc where appropriate, particularly on plain walls.

2 Decoration may be old, but not damaged, scratched or torn. More attempt at co-ordination.

1 A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity. Functional décor and limited co-ordination. Limited pictures and wall hangings.

FURNITURE, FITTINGS AND FURNISHINGS

Scoring For example

5 Comfortable lounge, generally separate from dining room. All furniture of exceptional quality and condition. This could be modern, reproduction or antique furniture. A more extensive range of furniture offering a greater choice of seating. Excellent co-ordination 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. Exceptional quality light fittings of various types. Shades add to overall theme of the decoration. Heating fittings such as radiators should be in outstanding condition and may be disguised by painting or radiators covers.

4 High quality furniture, furnishings and fittings – not necessarily new, but still offering substantial comfort, or excellent quality furniture in new condition. Light fittings varied and of excellent quality and condition. Curtains to be full and may have additional embellishments such as tiebacks.

3 Very good quality, functional furniture in a sound condition. Range of very good quality sofas and/or armchairs in lounges. Very good quality light fittings with appropriate shades. Substantial, lined curtains with good use of co-ordination. Some personal touches e.g. books, magazines, local historical information etc available in lounges.

2 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.

1 Furniture, furnishings and fittings of limited quality, range and co-ordination.

FLOORING

Scoring For example

5 Professionally fitted, high quality carpeting, e.g. high percentage wool content in pristine condition with substantial underlay. Polished floorboards or high quality engineered wooden flooring with high quality rugs or mats where appropriate.

4 High quality flooring, but not necessarily new and may show signs of wear, or excellent quality but in pristine condition. Normally professionally fitted.

3 Well-fitted, very good quality flooring in sound condition and comfortable under foot. Wooden, stone or tiled floors in very good condition. Some underlay for carpeting.

2 Good-quality flooring, but carpets may have a high man-made fibre content.

1 Adequate quality flooring. Some signs of wear and tear may be evident. Possibly not professionally fitted.

LIGHTING, HEATING AND VENTILATION

Scoring For example

5 Variety of types of lighting giving excellent 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. Back-up source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect.

4 Excellent 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.

3 Well-positioned lights giving very good levels of illumination. Effective levels of heating providing overall uniform temperature. Properly fitted, thermostatically controlled.

2 Good levels of lighting. Heating may be free standing, but might be automatic or thermostatically controlled.

1 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.

SPACE, COMFORT AND EASE OF USE

Scoring
For example

5 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.

4 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.

3 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.

2 Room sizes will need to be greater with significantly more usable space. Uncluttered rooms. No great degree of comfort for the guest.

1 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.

DECORATION

Scoring
For example

5 Exceptional interior design, with high attention to detail. Thoughtful co-ordination 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.

4 Excellent standard of decoration with use of high quality pictures and prints where applicable. Some effort made to hide surface-mounted pipes and wires.

3 Co-ordinated interior decoration. Well-finished, very good quality wall coverings and paint work. Wall and ceiling coverings well applied. Use of pictures etc where appropriate, particularly on plain walls.

2 Decoration possibly old but not damaged, scratched or torn. Free from food splashes.

1 Functional decoration and limited co-ordination. Limited pictures and wall hangings.

FURNITURE, FURNISHINGS AND FITTINGS

Scoring
For example

5 All furniture of exceptional 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 co-ordination of soft furnishings of high intrinsic quality. Lined curtains of ample drape and width. Looking luxurious. Possibly with pelmets and tiebacks. Exceptional quality light fittings of various types. Shades add to overall theme of the decoration. Heating fittings in outstanding condition. Radiators possibly disguised by radiator covers or painting.

4 High quality furniture, furnishings and fittings in excellent condition. Furniture not necessarily new but still offering substantial comfort. Full curtains, possibly with additional embellishments such as tiebacks.
3 Furniture of very good quality and condition. Size and amount of furnishings in proportion to the space available. Good use of co-ordination. Very good quality light fittings and shades, free from scorch marks. Substantial, lined curtains.

2 Furniture, furnishings and fittings of 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 good quality and in a good condition.

1 Furniture and furnishings adequate in terms of quality and range. Limited co-ordination. 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.

**FLOORING**

**Scoring**

For example

5 Professionally fitted, high quality carpeting e.g. high percentage wool content, in pristine condition with substantial underlay. Polished floorboards or high quality engineered wooden flooring etc with rugs.

4 High quality flooring, possibly not new and showing signs of wear, or excellent quality but in pristine condition. Normally professionally fitted.

3 Well-fitted, very good quality flooring in sound condition and comfortable under foot. Wooden, stone and tiled floors in very good condition. Some underlay for carpeting.

2 Good quality flooring, but carpets may have a high man-made fibre content.

1 Adequate comfort to flooring. Some signs of wear and tear possibly evident. Possibly not professionally fitted.

**LIGHTING, HEATING AND VENTILATION**

**Scoring**

For example

5 Variety of high quality lights, well-positioned and effective for all purposes e.g. reading menu etc. Individual thermostatically controlled heating.

4 Excellent 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.

3 Well-positioned lights giving very good levels of illumination. Ample natural light. Effective levels of heating providing overall uniform temperature. Properly fitted, thermostatically controlled heating.

2 Good levels of lighting. Heating may be freestanding, but might be automatic or thermostatically controlled.

1 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.

**TABLE APPOINTMENT**

**Scoring**

For example

5 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.

4 Excellent quality of crockery and cutlery. Cloth or high quality paper napkins and tablemats and/or tablecloth. Flowers or other appropriate decoration on tables.

3 Well-laid tables with matching cutlery and crockery. Very good quality paper napkins. Menus, where provided, clean and well presented.
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.

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.

SPACE, COMFORT AND EASE OF USE

Scoring

5 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.

4 Well-planned layout of furniture to maximise use of free space.

3 Very good layout and adequate circulation space to allow staff and customers to pass without inconvenience. Appropriate table and chair heights. Practical, comfortable chairs.

2 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.

1 Room large enough to contain all necessary furniture, but little thought given to layout. No intrusive noise. Tables of adequate size with acceptable circulation space. Convenient positioning of tables and chairs.

FOOD QUALITY

DINNER (WHERE PROVIDED) – QUALITY, TEMPERATURE AND FRESHNESS OF FOODS

Dinner (where provided) Presentation – Appearance of Food

Scoring

For example

5 Exceptional 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 appetising.

4 Obvious use of fresh ingredients cooked with a high level of care and attention to detail.

3 Well-presented food freshly cooked from very good quality ingredients. Evidence of some fresh ingredients being used. Particular attention to food quality rather than an extensive choice.

2 Food served at the correct temperature, on a hot or cold plate as appropriate. Limited choice available. Meals prepared with a good level of care.

1 Possibly a set menu but with an alternative available on request. Limited garnishes or decoration. Buffet and carvery simply presented.

BREAKFAST – QUALITY, TEMPERATURE AND FRESHNESS OF FOODS

Breakfast Presentation – Range of Dishes and Appearance of Food

Scoring

For example

5 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 preserves. Regional specialities and/or home-made items. Good use of fresh local/home-grown produce where available.

4 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.

3 A choice of very 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.

2 Food served at the correct temperature, on a hot or cold plate as appropriate. Limited choice available. Food prepared with a good level of care.

1 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 & coffee are freshly made.