
**Tourism and related services — Hotels
— Service requirements**

Tourisme et services connexes — Hôtels — Exigences du service

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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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of 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 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

Choosing accommodation is one of the first issues that tourists face when they organize a trip, and hotels are the most popular accommodation choice. In fact, according to the current concept of tourism and trends, hotels are an important and motivational element of tourists' trips.

The hotel industry represents a high percentage of tourism activity and is the tourism sector that has grown the most in recent years. However, the rapid development of the sector, its high competitiveness, the role that technologies play in the tourism industry value chain and the new accommodation business models which have arisen during the last decade make the design and implementation of differentiation strategies a need not only for the hotel industry but also for the destinations themselves. In this context, offering a quality service to guests plays a major role in the differentiation strategy.

This document provides a common and attainable reference for all hotels in terms of quality service provision and has been developed considering the different types of hotels in the world, existing categorization systems, business models, sizes and services offered, as well as the current demands of guests and global trends.

This document has been conceived as a tool aimed at offering a satisfactory guest experience, promoting direct and indirect guest loyalty by ensuring the appropriate framework for providing the minimum quality service expected by an experienced global tourist.

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Tourism and related services — Hotels — Service requirements

1 Scope

This document establishes quality requirements and recommendations for hotels regarding staff, service, events, entertainment activities, safety and security, maintenance, cleanliness, supply management and guest satisfaction.

The requirements are applicable regardless of their classification and category, and whether the services are provided directly by internal staff or by a subcontractor.

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:

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

3.1

accommodation service

provision of at least bedroom/s and bathroom in which a guest may stay

3.2

à la carte

menu system in which all dishes offered are individually priced, listed generally in food groups (e.g. starters, main course, dessert or meats, fish, vegetarian dishes) and prepared freshly to guest order

3.3

buffet

self service offer displaying beverages and food of which the guest can freely choose in variety and quantity

Note 1 to entry: This offer is generally associated with a flat rate.

3.4

courtesy service

service offered by the hotel that enhances guest care

EXAMPLE Offering a drink when the room is not ready, looking after luggage, offering late check-out, fruit in the room or free drinks, giving access to hotel services before check-in or after check-out and providing airport shuttle services.

Note 1 to entry: Hotel management can define which service is more appropriate depending on the situation or guest needs.

3.5
entertainment

leisure, sporting or amusement activity provided by the hotel

EXAMPLE Board games, shows, live music.

3.6
event

experience which takes place at a specific time and location

EXAMPLE Celebration, meeting, conference.

3.7
amenity

item offered to guests placed in guestrooms for convenience and comfort

EXAMPLE Shower gel, body lotion, shampoo.

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

3.8
hazard analysis critical control points
HACCP

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

[SOURCE: Codex Alimentarius]

3.9
hotel

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

Note 1 to entry: A hotel might also offer food and beverage services and/or other ancillary services.

3.10
VIP service

special privilege given to certain guests

4 Staff requirements

4.1 General requirements

All staff shall be trained and qualified for their intended field of work.

Qualification shall be ensured by one of the following:

- 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;
- b) experience in the field of work (ideally documented with references from the former employer(s) or the related authority);
- c) vocational training;
- d) experience in a related field of work combined with a training program that ensures that any missing qualifications can be addressed. Such an additional training course can be undertaken alongside the work or sometimes simultaneously;
- e) academic training related to the intended field of work (ideally supplemented by practical experience during the studies).

Certain profiles related to particular tasks may be developed by accredited staff (e.g. entertainment activities, handling of chemicals).

4.2 Organizational structure and definition of responsibilities

The hotel management shall identify and document the chart and the job descriptions for the most relevant job positions.

There shall be a person responsible for:

- a) monitoring the provision of the services;
- b) identifying and recording any incident related to the provision of the services;
- c) initiating actions to ensure guest satisfaction.

4.3 Training program

A training program shall be designed, implemented and periodically reviewed by the hotel management to improve staff competence, according to the identified needs. The training program shall meet the following requirements:

- a) after recruitment of the new member of staff, a training or orientation period shall be provided;
- b) for staff in contact with guests, guest service training, including instructions on how to welcome different types of guests, shall be provided;
- c) emergency training (e.g. what to do in an emergency, evacuation plan) and basic life support (BLS) or first aid training shall be included;
- d) other training, such as environmental good practices, hygiene and safety issues, IT skills, foreign languages and sign language, can be considered.

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

4.4 Guest service

All staff are responsible for the quality of guest service and shall:

- a) be polite and courteous;
- b) be clean, tidy and well groomed;
- c) provide service promptly and diligently in accordance with the hotel's procedures;
- d) be identifiable; it is recommended that the staff member's name is displayed on a tag;
- e) avoid making loud noises as much as possible or raised voices during the performance of tasks;
- f) not enter rooms without the authorization of the guest when he/she is in the room;
- g) know how to act in case of emergency;
- h) be aware of the tips policy defined by the hotel management;
- i) be aware of any specific accommodation/arrangements available for guests with any kind of disability.

4.5 Services and facilities for staff

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

- a) if the hotel management decides that the staff use uniforms, the defined uniforms shall be provided by the hotel;
- b) if staff need to change clothes for their job position, there shall be changing facilities; if needed, the changing facilities should provide separate men's and women's employee locker rooms and vestibule entrances to block sightlines into the locker rooms;
- c) there shall be bathrooms and closets with toilet paper, paper towels or hand dryers, soap or sanitizer, wastepaper baskets and hangers. Solid soap shall be avoided;
- d) if the hotel offers staff transportation, this service shall be covered by an accident insurance;
- e) all staff facilities shall be clean and well maintained.

The hotel should provide the adaptation of the workplace if it employs a person with any kind of disability.

4.6 Subcontracted services

The hotel management shall have a procedure for subcontracting, which shall include details of the obligations of the services being contracted, associated terms and conditions and the rules of engagement of staff. This procedure shall be followed by the responsible staff at the premises and include at least the following:

- a) the hotel shall have a service contract with the subcontractors;
- b) a means of identifying staff who work for a subcontractor should be provided;
- c) if the subcontractor's staff provide a service at the hotel facilities on a frequent basis (e.g. cleaning, maintenance, entertainment activities), the hotel shall inform the subcontractors of the internal rules which could affect them (e.g. uniform, courtesy rules, name tags);

If the hotel has specific facilities (e.g. spa, gymnasium, restaurants) run by a subcontractor, the guests' complaint management procedure should be agreed with the subcontractors concerned.

4.7 Concessionaires

If there are concessions in the hotel premises (e.g. shops, hairdressers, restaurants), the hotel management shall define and document the relationship between both parties (concessionaire and hotel), including rights and duties.

5 Service requirements

5.1 Information and communication

The hotel shall:

- a) provide accurate details of the available services, prices and applicable taxes (if not included in the price) to the guest through different means such as website, advertisement or brochures;
- b) provide to the guest, prior to reservation, details of the different room types, prices, cancellation policy, deposits, pre-payments, accepted payment methods and other relevant information regarding reservations;

- c) identify which of its services are accessible, providing the necessary information when requested by the guest. This information should be communicated through the website;
- d) respond promptly and specifically if there is a possibility of interacting directly with the guest through digital channels;
- e) provide other relevant information for the guest (e.g. smoking policy, pet policy, prevention of sexual exploitation of children).

5.2 Front desk services

5.2.1 General requirements

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

The space in the reception area shall conform to the following:

- it shall be signposted, as shall access to the rooms and other spaces used to attend guests (e.g. bell stand, cash desk) if they are not easy to identify;
- the different methods of payment shall be clearly displayed;

The following general requirements related to front desk services shall be met:

- a) The front desk staff shall be able to communicate with the guests in at least the local language and in the most relevant languages for the hotel's target market.
- b) 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 and recover calls).
- c) The front desk staff shall have an in-depth knowledge of the hotel, including the location of all the facilities and services, their accessibility characteristics and, specifically, the characteristics of the rooms.

NOTE ISO 21902¹⁾ can be used in this respect.

- d) The front desk services staff shall be capable of giving information about the destination and arrange services accordingly.
- e) If the hotel offers the currency exchange service, it shall have an authorization (if applicable) and inform the guest about the currency exchange rate. Receipts indicating the type of exchange applied shall be given to the guest.
- f) Messages of congratulations, complaints and suggestions shall be collected and managed for further reference or action. There shall be the possibility to receive complaints in oral and written forms.
- g) The hotel shall have a communication system between the guest and the front desk staff in case the reception is not manned 24 h a day (e.g. in-room/public area telephone system).
- h) Security procedures (e.g. verification of the identity of the guest when making a copy of the key card) shall be addressed by the front desk service.

1) Under preparation. Stage at the time of publication: ISO/DIS 21902:2019.

5.2.2 Reservation service

The hotel shall have a documented procedure which shall include:

- a) instructions on how to attend, register, cancel, guarantee (by, for example, pre-payment, deposit, credit card) and confirm reservations, considering the following:
 - requests for reservations shall be answered within 24 h. Once accepted, they shall be recorded, identifying who made the reservation, the number of rooms and persons, dates, number of nights to be spent and contact details (if available from the reservation partner), as well as the applicable price, methods of payment, earliest and latest arrival time, conditions of early check-in and late check-out if applicable, 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 guest when there is enough time between the booking and arrival;
 - the hotel shall define and communicate to the guests 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 to avoid overbooking. There shall be a system which defines how to act in these situations, offering the guest a service of equal or higher quality and with the least possible disturbance. Compensation should also be defined, if applicable;
 - allocation of rooms in line with the system defined by the hotel, considering the allocation of specific rooms (e.g. returning guests, requests for specific rooms, facilities for guests with disabilities).
- c) the access by front desk staff to the information on occupancy forecast, list of arrivals, assignments and the breakfast list;
- d) dealing with special cases (e.g. groups, waiting list, no shows) or guests' requirements (e.g. bedding type, early check-in, baby cribs).

As far as possible, the hotel should have a historical file of guests that may be used for the allocation of rooms or for the personalization of the services, taking legal requirements on national data protection into consideration.

5.2.3 Check-in service

The following requirements shall be met:

- a) the check-in service staff shall give priority to direct guest contact over other reception duties;
- b) check-in shall be as quick as possible. The following information shall be communicated to the guest:
 - how to locate his/her room and the most relevant facilities;
 - unusual circumstances (e.g. works, limitations in timetables or services);
 - additional services and prices (except for confidential rates) upon request;
 - the latest possible check-out time, which should not be earlier than 12:00 pm;
 - the appropriate indications and the conditions of use if a parking service is offered.
- c) the hotel shall register guests upon arrival;

NOTE Some form of identification document, such as ID, passport or driving license, can be required in some countries.

- d) the information about the services that the guest has contracted shall be validated with the guest during the check-in process;
- e) the hotel shall offer a luggage storage service until the guest can be accommodated;
- f) if the room is not available after the check-in time, the hotel shall offer a courtesy service to guests with a reservation;
- g) in the case of groups or mass individual arrivals at the same time, a specific check-in area for the groups should be prepared so that the service is not interrupted and operations are speeded up.

5.2.4 Check-out, settlement and departure

The following requirements shall be met:

- a) the bill shall give a day-by-day detail of the concepts or services used and the prices, unless the guest asks for a summary bill;
- b) upon request, the guests who occupied the rooms shall be identified regardless of whether the bill is issued under another name;
- c) billing and receiving payment shall be done quickly and reliably;
- d) the courtesy services that the hotel offers shall be defined;
- e) the cases and conditions under which the hotel offers and/or accepts a late check-out shall be established;
- f) the guest shall be informed about the luggage storage service.

5.2.5 Luggage handling

The hotel shall offer a luggage storage service according to the following requirements:

- a) there shall be a specific area for the storage of luggage with access restricted to authorized persons;
- b) all luggage belonging to individual guests deposited in the left-luggage area shall be clearly identified (with a receipt or other system) so as to guarantee that it is returned to its rightful owners;
- c) the luggage shall be returned to the guest in the state it was given over for custody.

The hotel can offer a luggage transportation service. In these cases, the hotel shall define and communicate to the guests how this service is provided (i.e. service times, how to ask for the service). In any case, equipment for transportation shall be clean and well maintained.

5.2.6 VIP services

If the hotel offers VIP services, it should document how to provide these services considering the following:

- a) who is considered a VIP by the hotel management;
- b) assignment of room, considering the guest preferences;
- c) security issues, according to the type of guest;
- d) services that VIP guests might request;
- e) protocol;
- f) special attention upon arrival (e.g. welcome drink, flowers, fruit).

5.3 Accommodation services

5.3.1 General requirements

The hotel shall offer the following:

- a) telephone service and Wi-Fi access for guests; if needed, Wi-Fi access instructions shall be provided;
- b) wake-up service on request or alarm clock in the room;
- c) plug adaptors;
- d) drinking water 24 h a day;
- e) forms for taking messages or packages for guests or for the custody of assets;
- f) list with emergency telephone numbers;
- g) help on request, whenever possible.

There shall be a lost and found policy.

Designated smoking areas (if any) should be signposted.

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 guests (e.g. opening times of the services, telephone charges, TV channels, local attractions, voltage, smoking policy);
- 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 in at least the local language and in the most relevant languages for the target market. The signs shall be understandable for the guests;
- 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;
- e) instructions about the use of devices whose operation is not clear shall be provided, either in written form or in oral form;
- f) there shall be a bed(s) with mattress, pillow and cover provided for warmth such as blanket(s) or duvet; bed linen (sheets, pillowcases and duvet covers) shall be changed for each guest. The mattresses and frames shall be in good condition. Additional mattress, pillow protection and top cover are optional;
- g) there shall be an extra blanket/duvet(s) available, either in the cupboard in the room or provided by the staff, on request. This extra blanket/duvet(s) shall be protected to keep them clean.

5.3.2.2 Minimum furniture, equipment, facilities and supplies

- a) The minimum furniture of the room, if not conflicting with the business model of the hotel, shall include:
 - wardrobe with drawers or shelves or clothes niche. If there are hangers, these shall be for different types of clothes;

- beside table(s) or equipment with the same functionality (e.g. shelf/shelves);
 - writing desk;
 - sitting facility (e.g. chair, couch);
 - mirror; its position should allow the customer a full-length view;
 - luggage rack;
 - if there is a terrace or a balcony and space allows, it should have chair(s) and a table.
- b) The minimum equipment in the room shall include:
- television with remote control (if not conflicting with the business model of the hotel). Available TV channels shall be properly tuned in;
 - wastepaper basket;
 - internal communication device (e.g. telephone, smart TV) to connect with the front desk service or with other services at the hotel;
 - 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;
 - a “Do not disturb” system.
- c) Furthermore:
- if there is a mini bar in the room, it should be refilled daily;
 - if there is an iron in the room, there shall be an ironing board and both should be kept 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), coffee/tea and sugar shall be provided;
 - the hotel should allow 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 it possible to regulate this.
- d) All rooms shall have an en-suite bathroom. This bathroom shall include:
- lidded WC;
 - shower and/or bath;
 - shower screen/curtain;
 - washbasin;
 - mirror situated above or adjacent to the washbasin;
 - internal lock or bolt, operable from outside in case of emergency;
 - hook or towel rail;
 - hot water at all times with a proper and easily adjustable system to regulate hot, warm and cold water flow;

- curtains, blinds or shutters to ensure privacy if there is a window;
 - handles, slip-resistant systems or others precautions to avoid slipping in the bath or shower, according to the needs;
 - washable flooring;
 - one drinking glass per accommodated person;
 - covered litter bin;
 - toilet paper and spare;
 - soap/liquid tray/dispenser;
 - tissue box with facial tissues;
 - hair dryer (or upon request);
 - set(s) of towels, including bath towel, hand towel, mat and bidet towel (if the bathroom is equipped with a bidet). The number of sets shall be equal to the number of guests accommodated, except in the case of mats, where there shall be one per room;
 - the minimum obligatory amenities (with replacement during the stay of the guest) which shall include gel and shampoo, or a combination of the previous products. The hotel should also be able to offer other amenities such as dental set, shaving kit, conditioner, cotton pads, sewing kit, shower cap or body lotion. If there is an extra charge, this shall be communicated.
- e) If the hotel offers a laundry service, the hotel shall provide:
- information about the rates, time required for the services, collection and delivery and contact details to request more information;
 - laundry bag at the disposal of the guest;
 - form to be filled in by the guest with room number, number and type of garments deposited, types of services requested and date on which the delivery is made.
- f) The hotel shall provide, when necessary and according to the type of guest, facilities for children, such as baby cots/cribs and high chairs.

5.4 Food and beverage services

5.4.1 General requirements

The hotel shall offer a 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.

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

When the hotel offers any of the previous services, it shall conform to the following requirements:

- a) the menu list, including the variety of dishes available, prices and method of payment, shall be provided/available;
- b) the opening hours shall be defined taking into account the services provided (e.g. breakfast, lunch, dinner) and shall be communicated to guests;
- c) when using an à la carte system, the table shall be laid out with the necessary tools for the ordered dishes;
- d) if tables are covered, there shall be a stock for replacement during the service. In any case the surfaces shall be clean;
- e) the service/table setting (i.e. glassware, tableware, cutlery, serviettes or napkins) shall be replaced for each guest;
- f) if any dish on offer is not available, the guest shall be informed before he/she orders;
- g) staff shall be able to explain to the guest the content, ingredients and allergens of the dishes, whenever requested.

In addition to the previously defined systems, other types of services such as all-inclusive or continuous offer can be provided. In these cases, the hotel shall define how, when and where to provide the service and inform the guest accordingly. In either of these two cases, the hotel shall conform to the requirements specified in [5.4.2](#) if a buffet system is used as part of these types of services.

5.4.2 General requirements for buffet systems

Beverages shall be available, either at the buffet table or on the guest table.

The buffet tables shall conform to the following:

- a) Before starting the service:
 - the general presentation and layout of the different food, beverages and tools of the buffet tables shall follow the instructions defined by the person responsible;
 - food and beverages shall be displayed in a way that helps the guests get a general idea of the culinary offer and variety for choosing;
 - the equipment shall be fully operational and appropriate for the required temperature in each case (cold: 8 °C or below/hot: 65 °C or above);
 - the tools required to serve the contents of each dish shall be available for the guest;
 - food should be clearly labelled;
 - toaster for breakfast as well as hot facilities for lunch and dinner buffet service shall be provided.
- b) During the service:
 - ready-to-eat food shall be protected or covered, especially if it is exposed for a long time or in the open air;
 - food and beverages that run out during the course of the service shall be replenished as long as available;
 - presentation and hygiene of the buffet shall be maintained throughout the whole service;
 - the tableware used by the guest shall be removed once he/she has finished, and the table shall be cleaned.

5.4.3 Culinary offer

- a) The hotel shall plan the culinary offer considering the following:
- variety, availability and quality guarantee;
 - guests' preferences depending on, for example, culture, habits;
 - average length of guest stay. The longer the stay is, the more food variety the hotel shall offer;
 - feedback provided by guests;
 - guests' dietary needs (e.g. diabetics, vegetarians, celiacs);
 - consumption rate.
- b) The food and beverages staff shall know the hotel's culinary offer.
- c) The hotel shall provide allergens information and shall be able to offer at least a dish free of identified allergens upon request, according to the ingredients available.
- d) The recipes shall be documented, including ingredients, preparation and final presentation.
- e) The culinary offer should include regional specialities.

5.4.4 Service provision

5.4.4.1 Breakfast service

This subclause applies to breakfast service via an à la carte system and/or a buffet system. Additional requirements for breakfast provided by room service are identified in [5.4.4.2](#).

The breakfast service shall provide napkins, salt, sweeteners, coffee cups and cutlery according to the type of breakfast.

Several categories and products shall be offered. [Annex A](#) provides an informative list of categories and products.

The offer should reflect the five major nutritional requirements (i.e. proteins, carbohydrates, fats, vitamins and minerals) and water.

If breakfast is not included in the accommodation rate for all guests, a system for identifying guests who have breakfast in the morning shall be available. The system shall be available for consultation by the front desk staff (e.g. for payment).

The hotel should offer a cold breakfast service with a drink and a cold meal outside the regular timetable when guests request it, especially if breakfast is included in the accommodation rate. The guest shall be informed accordingly.

5.4.4.2 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 guests (i.e. in-room menu list) including the dishes available, prices, service times and how to order;
- b) the room service shall include a variety of hot and cold dishes, starters, main dishes, desserts and beverages;
- c) the guest shall be informed of approximately how much time the room service delivery will 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 mechanism to order it in advance (e.g. the evening before) shall be established.

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

The hotel shall define a system in case the guest is allowed to order food or beverages through external delivery companies. Conditions, if applicable, shall be communicated to the guest. In this case, the hotel should sign a collaboration contract with those delivery companies.

5.4.5 Hotel kitchen facilities

5.4.5.1 Areas of the kitchen

Depending on the food and beverages offered, the following areas shall exist and conform to the specified requirements:

- a) receiving bay for raw materials;
- c) areas for storing non-perishable goods, refrigeration and freezing chambers;
- d) preparation area, which shall physically or temporarily differentiate the spaces for the preparation of vegetables, fish and meat. Between the development of one activity and another, linen, utensils and work surfaces shall be cleaned and disinfected with products suitable for food processing, since this is especially critical when preparing food for coeliac guests or guests with allergies. The preparation area shall be illuminated and designed in a way that the temperature is controlled to suit the type of food being prepared;
- e) hot production area, which shall have natural ventilation or a system to periodically renew the air, and meet safety conditions;
- f) cold production area when the hotel prepares cakes and pastries, as well as for those preparing the regular menu for celebrations or events;
- g) washing areas.

5.4.5.2 Kitchen requirements

The kitchen shall conform to the following:

- a) it shall have the required permission issued by the relevant authorities, if any;
- b) the working surfaces and kitchen tools (e.g. tables, benches, cutting boards) shall be suitable for food processing;
- c) the working surfaces shall be flat and free from joints that facilitate the accumulation of dirt;
- d) there shall be no contact between food and the floor. Items that fall or are dropped onto the floor and whose original hygienic condition is not guaranteed with treatment shall be quickly discarded and eliminated;
- e) there shall be water points in accordance with the production areas;
- f) in the preparation area, wash basins shall have an operation system (e.g. sensors, pedestal system) of the fittings with cold and hot water that ensures hygienic use, with disinfecting soap and single-use paper towels;
- g) dishcloths, with the exception of single-use ones, shall not be used in the kitchen;
- h) all windows and ventilation spaces shall be covered to prevent insects or rodents from entering;

- i) there shall be a system for evacuating rubbish as soon as the containers are full;
- j) automatically operated rubbish containers with a cover and a lining bag inside shall be provided in the different work areas;
- k) there shall be chest freezers, cooling equipment and heating equipment (e.g. salamander boiler, hot tables, infrared lights) depending on the type of food and beverages offered;
- l) thermometers shall be calibrated;
- m) there shall be a cleaning plan specifically for the kitchen;

5.5 Ancillary services

5.5.1 General

The hotel can provide ancillary services, depending on its structure, strategy, facilities or type of guests.

5.5.2 Pools

If there is a leisure swimming pool, it shall have:

- a) shower(s);
- b) toilet(s);
- c) close sunshades or alternative natural elements (in outdoor pools);
- d) deckchairs or sun beds;
- e) ramps to the swimming pool with anti-slip systems;
- f) clear signposting showing the location of the pool, the rules for its use (e.g. opening times, mandatory shower before using the pool, no glass allowed), risk information (e.g. reference to depth, diving allowed/not allowed, sun protection, lifeguard presence) and emergency telephone numbers;
- g) prominently displayed and accessible rescue equipment such as throw lines, reach poles and flotation aids. There shall be a procedure for the prompt management and reporting of pool-related incidents (e.g. chemical issues, accidents, faecal or vomiting incidents);
- h) first aid kit.

It shall be determined whether or to what extent poolside supervision is required, taking into account the type of users, water depth and pool basin size.

Furthermore:

- the perimeter of the pool shall be protected to reduce the risk of accidents outside the opening times (e.g. anti-slip perimeter);
- if the hotel has heated swimming pools, the water shall be kept at a temperature of between approximately 24 °C and 30 °C during opening hours;
- there shall be a towel service for guests and the place to leave used towels shall be indicated;
- chlorine and pH values shall be monitored at least once a day prior to opening, and the results documented. This frequency shall be increased, if needed;

NOTE Physical monitoring of the water could also be necessary.

- overcrowding shall be avoided. For that purpose, the carrying capacity of the pool should be defined.

5.5.3 Sauna/spa

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

- rules for using the facilities shall be signposted (e.g. opening times, maximum time inside, related risks);
- there shall be hooks and cold water in a nearby area. In the case of the sauna, this shall be next to the cabin(s);
- disinfection of surfaces and water shall be carried out;

Furthermore, the sauna shall have a system to measure the temperature in the cabin. Water temperature of the spa should be monitored.

These facilities should be also equipped with measuring systems of time and humidity.

5.5.4 Other ancillary services

The hotel can offer other ancillary services (e.g. hairdresser, gymnasium, business centre). In all cases, the hotel shall:

- a) define the level provision of the services and conform to it;
- b) keep the related facilities and/or equipment well maintained and clean.

6 Events organization requirements

If the hotel organizes events, the following requirements shall be met:

- a) The hotel and the guest shall agree on the services prior to them being provided. The services to be provided in the event shall be documented (e.g. by a contract, order or letter). The characteristics of the service (i.e. size and layout of the rooms, preparation, audiovisual devices, preparation of tables, culinary offer, information regarding tobacco and alcohol consumption, games or intellectual property) shall be clearly indicated.
- b) Any change that is made to the characteristics of the service (e.g. room, menu, drinks) shall be agreed upon or accepted by the guest. In the case of changes due to a lack of stock, the new product shall be of equal or higher quality than the one it replaces, or other compensation shall be offered.
- c) The capacity of each space used for events shall be defined depending on its configuration and use and shall not be exceeded.
- d) Front desk staff shall be informed about the events so that they can help those attending. The correct coordination with the rest of the staff involved in the event shall be ensured. These staff shall have the service order corresponding to the services contracted.
- e) The hotel should be aware beforehand of all staff, equipment and services for events required, even if they have been contracted externally by the guest (e.g. extra staff, audiovisual or computer devices, orchestras).
- f) All the events and their location shall be displayed in places which can be seen by the guests (e.g. reception areas, elevators).
- g) During the event, the hotel shall make periodical reviews to ensure that the agreed terms of the contract are being met.

The hotel should try to provide any additional service or modification that the guest may request and resolve possible incidents during the event (e.g. related to audiovisual materials, distribution of tables, change of menu).

7 Entertainment activities

This clause applies to hotels that offer structured and planned entertainment activities for the guest, generally attended by staff (e.g. karaoke, aqua gym classes, yoga, games).

The following requirements shall be met:

- a) the entertainment programme for the coming days shall be displayed. There should be an alternative programme in case the planned activities cannot be carried out;
- b) the entertainment facilities shall be managed and maintained in accordance with the hotel health and safety procedures;
- c) there shall be sufficient equipment for the programmed activities and it shall be in good condition, clean and well maintained. Continuous maintenance shall be made on equipment that requires specific care after use;
- d) equipment which could cause harm, such as rifles, darts or bows, should have access restricted and should be under supervision during its use;
- e) front desk staff and staff in charge of entertainment activities shall know the rules for the use of the facilities, prices, opening times, booking system and availability of equipment related to the activities and shall inform the guests of the participation rules;
- f) there shall be participation rules for all the activities as well as specific safety instructions addressed to guests for those activities entailing risks.

8 Safety and security requirements

8.1 General requirements

The hotel management is responsible for ensuring that the proper safety measures are defined and put in place. These shall include the management of:

- a) risk and accident prevention;
- b) safety of people, assets, buildings and facilities;
- c) fire protection and management of emergencies.

Safety measures of all devices and equipment used in different areas of the hotel, especially the electrical devices and equipment used for ancillary services such as pool or gym, shall be implemented.

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

The hotel shall keep updated and valid certificates/records of legal inspections when applicable.

8.2 Risk and accident prevention

The hotel management shall define the measures to identify, assess, reduce and control risks at the premises, and shall conform to the following:

- a) the suitability and safety of devices and equipment available to staff and guests shall be guaranteed;
- b) guests shall be informed of prevention and safety measures (e.g. through signposting, documented procedures, digital screens, maps);
- c) specifically, the safety data sheets for toxic and dangerous products shall be available for staff.

8.3 Food safety

8.3.1 General

The hotel management is responsible for the food hygiene and safety conditions at the premises and should ensure that they are operating correctly. If the hotel serves food, there shall be a food safety system, which should be based on the HACCP principles. This shall include the strict control of food from purchase to service, for example: traceability of the food, separation of food to avoid cross-contamination cooking, temperature controls, storage and display of food and staff training.

Staff shall be trained in the food safety management procedures and in their specific role.

8.3.2 Personal hygiene

All food handlers shall meet the following personal hygiene conditions:

- a) they shall be clean, have clean hands, and clean and trimmed fingernails; hair shall be clean and covered and long hair should be tied back;
- b) they shall wash their hands before starting to work and after each break;
- c) they shall not wear visible rings, earrings or piercings, bracelets or watches. When it is not possible to temporarily remove them, these items shall be adequately protected by a food grade plaster;
- d) they shall wear a clean working uniform, including non-slip shoes and socks or similar;
- e) they shall know the allocated areas and the different types of preparation that can be carried out in each of them.

Other staff who occasionally enter the kitchen shall wear protective clothing.

8.3.3 Reception of food products

The hotel shall define the delivery criteria for food products according to their type (e.g. greens, fruits, fish, meat, vegetables) and presentation (e.g. fresh, frozen, prepared) and for beverages, as well as a system for the returning of those products which do not conform to the defined criteria.

In the reception of products, the following issues shall be controlled:

- a) condition of the packaging;
- b) expiry date or preferred consumption date;
- c) temperature.

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

The hotel shall ensure the safety of the food offered by the providers.

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 (e.g. frozen, fresh, refrigerated, dry);
- b) a rotation system [e.g. based on the first in, first out (FIFO) or first expires, first out (FEFO) principles] shall be implemented to ensure expired products are not being served;
- c) the storage areas shall be identified; access to these areas shall be restricted to authorized personnel;

- d) contact of the products with the walls and the floor shall be avoided;
- e) the original external packaging shall not be permitted in the kitchen, preparation, food refrigeration or defrosting areas, with the exception of some boxed and chilled products and drinks and cardboard packaging appropriate for the food industry permitted in freezers and refrigerators.

In the case of freezers and refrigerators:

- they shall have a thermometer;
- the temperature at which they shall be kept shall be indicated;
- their individual use shall be indicated;
- the temperatures shall be checked and recorded 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, basic hygiene and conservation conditions shall be defined and respected.

NOTE Codex Alimentarius or ISO 22000 can serve as a reference for guaranteeing hygiene and conservation requirements.

The preparation area shall conform to the following requirements in all activities involving handling and preparing of food:

- a) hygiene and cleanliness shall be ensured;
- b) implemented measures to avoid contamination shall be established;
- c) the amount of time food is out of the refrigeration shall be limited;
- d) temperatures shall be maintained so as to guarantee that bacteria do not proliferate (e.g. in cold areas a temperature of $18\text{ }^{\circ}\text{C} \pm 3\text{ }^{\circ}\text{C}$ shall be maintained);
- e) defrosting methods which ensure that the centre of the food product reaches an adequate temperature shall be used in the refrigerating chambers or under running water;
- f) during the defrosting process, food shall be covered or protected, avoiding contact with the defrosting liquids;
- g) defrosting at room temperature is not allowed;
- h) 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 separate from cooking, it should be performed only in:
 - a refrigerator or purpose-built thawing cabinet maintained at a temperature of $4\text{ }^{\circ}\text{C}$ or below;
 - running potable water maintained at a temperature not above $21\text{ }^{\circ}\text{C}$ for a period not exceeding 4 h;
 - a commercial microwave oven only when the food will be immediately transferred to conventional cooking units as part of a continuous cooking process or when the entire uninterrupted cooking process takes place in the microwave oven;
- i) food shall not be refrozen once defrosted;

- j) the cutting utensils and boards shall be clearly identifiable regarding their use so as to avoid cross-contamination.

8.3.5.2 Hot production

The food shall be cooked to a minimum temperature of 65 °C. If not consumed immediately (i.e. within 4 h), hot products shall be:

- a) kept at a temperature equal to or above 65 °C;
- b) quickly cooled, preferably by temperature reduction (e.g. from 60°C to –10°C in 2 h) and kept at refrigeration or freezing temperatures for later use, hot or cold.

Reused oil shall be controlled to maintain its quality (e.g. tests, observation of colour) and changed if needed.

8.3.5.3 Cold production

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 such a way that the quality of the food is maintained.

8.3.5.5 Labelling

The hotel shall clearly identify the date of preparation and the name of the food when it is not easily recognizable. The hotel should also indicate the expiry date of the prepared products.

8.3.6 Waste treatment

Waste generated shall be classified according to its type (i.e. organics, glass, plastic, paper and cardboard, oil) considering the resources provided by the relevant body.

Each waste container shall be identified indicating the type of waste and shall be duly closed.

The waste bags shall be removed whenever necessary and at least once a day (e.g. external collector, waste room).

Containers shall not cross the preparation area for waste removal when food is being elaborated.

If there is a waste room, it should be closed and refrigerated.

8.4 Health safety

The hotel management is responsible for the pest control prevention system at the premises. A pest control plan shall be defined and documented by qualified staff (internal or subcontracted), according to the needs and facilities of the hotel. Treatment records as well as a copy of the authorization and sanitary registration of the products used shall be retained.

Specifically, the following items should be considered within the water safety plan to control and prevent legionella:

- a) keeping water temperature either above or below the range of 20 °C to 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 (i.e. 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 proliferation, 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) treatment with copper-silver ionization or ultraviolet light;
- 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.

NOTE World Health Organization recommendations for legionella management plan can be taken into account.

8.5 Security of people and assets

The hotel management shall ensure that the necessary measures for the security of guests and staff (e.g. video camera control, guard rounds, control of car park, keys) are put in place.

Regarding interior security:

- 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 shall be kept of room access cards and/or keys, and especially of master keys/access master card (where applicable);
- d) there shall be a system to ensure that charges to a room (e.g. at the restaurant, bar) have been authorized by that room's guest (e.g. signature, name);
- e) the hotel shall guarantee the security of information and the data protection of guests and staff.

8.6 Safety of buildings and facilities

The hotel management shall ensure the correct maintenance of the buildings (e.g. lifts, air conditioning, escalators, facilities for those with disabilities, playgrounds, gyms).

The buildings, facilities and equipment shall pose no risks to guests or staff.

8.7 Fire protection

There shall be 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. This equipment and these measures shall be determined by or together with the relevant authority. All the elements used for this purpose, including fire extinguishers, equipped fire hydrants, hydrants, dry raisers, automatic detectors, exchange, manual alarms, sprinklers, muster point, motor pump groups and emergency and evacuation signposting, shall be operational 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 lock (e.g. chains padlocks).

8.8 Emergency management

The hotel shall have an emergency plan defined, documented, implemented and maintained, according to the observed risks. This plan shall include the evacuation measures for people with physical, mental or sensorial disabilities. A periodic fire drill shall be executed.

The hotel shall facilitate the intervention of firefighters and civil protection in case of emergencies.

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

Relevant emergency authority contact telephones (e.g. security, fire fighters) shall be available to the relevant staff.

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 organizations, there shall be a team and systems of scheduled actions to resolve or minimize any problem.

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

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

Maintenance activities shall minimize the impact on the guest and, for that purpose, the hotel shall conform to the following:

- a) any anomaly or malfunction of the equipment in the rooms shall have priority over the rest of the actions unless several guests are affected, or this puts people at risk;
- b) the problems communicated by guests shall be given immediate attention and the guest should be informed when solved;
- c) leaving behind tools, utensils or products that could put people at risk shall be avoided;
- d) repair tasks shall be carried out (if necessary) in the areas prepared for those tasks, with the least possible disturbance to the guests. Once the repairs have been completed, the space where the repair has been made shall be cleaned;
- e) annoying noises during hours which can disturb the guests shall be avoided;
- f) when there is ongoing work that could entail a risk for guests or staff, visible indicators to prevent accidents shall be used and, if necessary, access to affected areas shall be restricted;
- g) the maintenance service shall keep constant communication with the rest of the departments in order to quickly resolve any problems or incidents detected or to restrict access to affected areas.

If there is a possibility that the repair work might disturb a guest, it is recommended that the guest's room is changed, if this is possible.

9.2 Buildings and outdoor areas

Hotel facilities shall be signposted (e.g. gym, restaurant, business area), as shall the main routes of access starting from reception and 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 kept in good condition.

9.3 Equipment

Equipment (e.g. regular and emergency lighting, switches, power sources, tap fixtures) shall operate correctly, be safe and have no noticeable damage.

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

10 Cleanliness requirements

10.1 General requirements

Cleaning products shall be used responsibly, respecting the instructions of the manufacturer related to both safety of people and to protection of the environment. Environmentally friendly and chlorine-free cleaning products should preferably be used, as well as microfibre cloths that reduce the amount of cleaning liquid required.

During cleaning, making noises that could annoy the guests shall be avoided in areas near the rooms (especially early in the morning or during the night), rest areas or areas where events take place.

Furthermore, the following requirements shall be met:

- a) cleaning tools for the bathroom shall be identified according to the use given to them;
- b) cleaning products shall retain their original labels or be visibly identified. If these need to be transferred to a smaller container, this should have an automatic dispensing system. Food receptacles that could result in accidents if mistaken shall never be used;
- c) during cleaning activities and when the floor is wet, warning signposting shall be displayed to inform guests and prevent accidents;
- d) housekeeping staff shall have adequate means (cleaning trolley or similar) for cleaning rooms;
- e) the minimum content of cleaning storage rooms and of cleaning trolleys shall be defined.

Housekeeping staff shall report incidents (e.g. defective lights, damaged faucets) and shall keep the cleaning equipment in a suitable condition for performing its function.

10.2 Cleaning plan

10.3 General

A cleaning plan shall be defined, documented, implemented and maintained, allocating tasks to staff accordingly and defining the cleaning routes for the different areas of the hotel. This plan, drawn up either by the hotel or by a subcontractor, shall include disinfection activities where disinfection is needed (i.e. pools, saunas, toilets, kitchens).

10.4 Cleaning of common areas

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

In general terms, the minimum cleaning frequency should conform to [Table 1](#).