



EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

MOTELS

| SECTION- ITEM | ONE STAR | TWO STAR | THREE STAR | REMARKS |
|---------------------------------|---|---|---|---|
| 1.0 LOCATION | | | | |
| 1.1 Location | The establishment should be located along a highway, and its access should be suitable for a Motel. 15 | Same as for One Star, but should be located for the convenience of long distance travellers. 20 | Same as for Two Star t 20 | |
| 1.2 Site and Environment | It should be in harmony with the natural and/or built-up environment and in conformity with the building and development regulations applicable to the locality. 20 | Same as for One Star 20 | Same as for One Star, but should blend in very well with the natural and/or built up environment 30 | Appropriate authorities in member states should set aside the sites suitable for Motel building/development. Environmental Impact Assessment studies should be undertaken |

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| 1.3 Motel Service Station | The establishment should provide basic facilities and associated services, except where one exists within a reasonable distance 20 | Same as for One Star but the range of facilities and services should be good. 30 | Same as for Two Star, but with higher quality of facilities and services.. 40 | This includes provision for garage and fuel services. |
| 2.0 BUILDING | | | | |
| 2.1 Autonomy of Building | There should be separate and independent access for motel guests and for deliveries. 20 | Same as for One Star 20 | Same as for One Star. 20 | |
| 2.2 Design and Architectural Features | In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical natural and cultural environment, and access to the rooms should ideally be through motorable access ways. 20 | Same as for One Star but with some claim to beauty and style. 30 | Same as for Two Star but architectural features and general construction of the building and its finish should be of high quality. 40 | |
| 2.3 Capacity | The motel should have at least ten (10) lettable accommodation units. 10 | Same as for One Star. 10 | Same as for One Star. 10 | |
| 2.4 Corridors, Staircases, Hallways and Walkways | Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from the weather. 15 | Same as for One Star but with good finish and high quality materials used. 20 | Same as for One Star but with better finish and higher quality materials used. 30 | |

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| 2.5 Site Signage and Notices | Proper and clear signs and notices should be provided directing the traveler to different services.. 10 | Same as for One Star 10 | Same as for One Star 10 | |
| 3.0 FRONT OFFICE | | | | |
| 3.1 Reception Area | An appropriate area suitably designed for receiving of guests should be available. 20 | Same as One Star 20 | Same as for One Star but a separate concierge service area should be provided 30 | |
| 3.2 Information Services | Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. • All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 15 | Same as One Star but the presentation of the information and quality of materials used should be done professionally 20 | Same as for Two Star. 20 | |
| 3.3 Hours of Service | There should be a 24 hours' service. 20 | Same as for One Star 20 | Same as for One Star 20 | |

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| 3.4 Paging Systems | A simple functional paging system should be available 10 | Same as for One Star 10 | Same as for One Star. 10 | |
| 3.5 Safe Deposit Service | Should be available, in the proportion of at least one box for every five rooms. 30 | Same as for One Star 30 | Individual safe deposit box should be provided in the guest rooms 40 | |
| 3.6 Foreign Exchange Services | Foreign exchange service should be provided. 10 | Same as for One Star 10 | Same as for One Star 10 | |
| 3.7 Languages | Front office staff should be able to communicate English/French and Kiswahili. 10 | Same as for One Star 10 | Same as for One Star but the head of department and some staff should be able to communicate in one other internationally recognized language 20 | |
| 3.8 Communication Services | Should be available and include at least telephone and postal services. 20 | Same as for One Star 20 | Same as for One Star but should include <i>internet</i> services. 30 | |
| 4.0 LOBBY/LOUNGE/PUBLIC AREA(S) | | | | |
| 4.1 Lobby/Lounge/ Public Areas | Should be available, modest in design, functional and in line with applicable Building Code 10 | Same as for One Star, but with better design. 20 | Same as for Two Star but exclusively designed for and used by guests. 30 | |

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| 4.2 Size of Lobby/Lounge | Should be proportionate to the capacity of the establishment. 10 | Same as for One Star 10 | Same as for One Star 10 | |
| 4.3 Amenities and Accessories | The size and range of amenities and accessories should be proportionate to the size of the motel and the needs of Customers, including the disabled. 30 | Same as for One Star but of better range and quality 40 | Same as Two Star, but with greater range and higher quality. 50 | |
| 4.4 Décor | Should be simple, blending with the natural, social and cultural environment, of good quality, functional and well maintained. 30 | Same as for One Star, but should bear a distinct theme and/or concept. 40 | Same as for Two Star, but of higher quality, and distinctively richer décor. 50 | |
| 4.5 Regulation of Temperature | Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40 | Same as for One Star. 40 | Same as for One Star. 40 | |
| 4.6 Floors, Walls and Ceilings | Should be of good quality, clean and well maintained. 20 | Same as for One Star but all materials and finish should be of better quality. 30 | Same as for Two Star, but of higher quality materials and finish. 40 | |
| 4.7 Lighting | Should be adequate natural and/or artificial 10 | Same as for One Star but with better quality light fittings. 20 | Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30 | |

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| 4.8 Telephone Facilities | Depending on telecommunication services coverage, public telephone services should be available. 10 | Same as for One Star. 10 | Same as for One Star. 10 | |
| 4.9 Information | Relevant information should be available for guests. 20 | Same as for One Star 20 | Same as for One Star 20 | |
| 4.10 Refreshments | Should be available and easily accessible for 24 hours a day 20 | Same as for One Star. 20 | Same as for One Star. 20 | |
| 4.11 Minimum Size of Public Rooms | Should be as per the Building Code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30 | Same as for One Star. 30 | Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40 | |
| 5.0 RESTAURANTS | | | | |
| 5.1 Features and Facilities | At least one food service outlet, well furnished, ventilated, lit and maintained. 15 | Same as for One Star but should be of better quality. 20 | Same as for Two Star, but with a section providing proper and adequate full service seating facilities. 30 | |
| 5.2 Furniture, Equipment and Accessories | Should be functional, comfortable and appropriate, taking into account the needs of children and disabled/handicapped persons. 40 | Same as for One Star but should be of better quality. 50 | Same as for Two Star but all should be of higher quality. 60 | |
| 5.3 Interior Décor | Should be modest with harmony of colours. 20 | Same as for One Star 20 | Same as for One Star but aesthetically more pleasant and of superior quality materials. 30 | |

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| 5.4 Floors, Walls and Ceilings | Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene. 15 | Same as One Star, but should be of good quality materials. 20 | Same as for Two Star but with high quality design, workmanship and finish. 30 | |
| 5.5 Menu | Priced menu and beverage list, with a selection of local and international dishes, should be appropriately displayed. 10 | Same as for One Star but with better quality presentation and wider choice. 20 | Same as for Two Star but with higher quality cuisine and more comprehensive beverage and wine list. 30 | |
| 5.6 Lighting | Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20 | Same as for One Star but light fittings should be of better quality. 30 | Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 40 | |
| 5.7 Service Stations | Should be well appointed and proportional to seating capacity 20 | Same as for One Star. 20 | Same as for One Star. 20 | |
| 5.8 Regulation of Temperature | Adequate natural and/or mechanical ventilation should be provided. 20 | Same as for One Star. 20 | Same as for One Star. 20 | |
| 6.0 BAR(S) | | | | |
| 6.1 General Features and Facilities | At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 20 | Same as for One Star but with better quality materials. 25 | Same as for Two Star but with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30 | |

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| 6.2. Floors, Walls, Ceilings and Decor | Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10 | Same as for One Star but with more attractive decoration, tasteful finishes and designs. 20 | Same as for Two Star but with very high quality finishes. 30 | |
| 6.3 Lighting | Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10 | Same as for One Star but light fittings should be of better quality. 20 | Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30 | |
| 6.4 Regulation of Temperature | Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20 | Same as for One Star 20 | Same as for One Star but with quality fixtures and fittings 25 | |
| 6.5 Furniture and Equipment | Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20 | Same as for One Star but should be of high quality. 30 | Same as for Two Star but should be of higher quality, offering greater comfort. 40 | |
| 6.6 Beverage Cooling Systems | Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20 | Same as for One Star 20 | Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30 | |
| 6.7 Glassware | Stocks should be adequate and appropriate for service of different drinks. 10 | Same as for One Star but should be of high quality. 20 | Same as for Two Star but should be of higher quality and design. 30 | |

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| 6.8 Selection of Drinks and Snacks | Adequate variety of local and international beverages, wines and snacks should be available. 10 | Same as for One Star but with wide variety and choice 20 | Same as for Two Star but with a wider selection of beverage, wines and snacks. 30 | |
| 7.0 KITCHEN | | | | |
| 7.1 Size | Area including food stores and pantry should be in proportion to the capacity of the establishment, but should not be less than half sq. m. per guest bed. 40 | Same as for One Star. 40 | Same as for One Star. 40 | |
| 7.2. Relation to Restaurant | Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 10 | Same as for One Star. 10 | Same as for One Star, but with added provision for enhancement of service efficiency. 20 | |
| 7.3. Flow of Food Service | There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area 30 | Same as One Star 30 | Same as for One Star. 30 | |
| 7.4 Organization of the Kitchen | There should be different and appropriate work -tops for cleaning, preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 40 | Same as One Star. 40 | Same as for One Star but highly organized and departmentalized. 50 | |

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| 7.5 Equipment Of Kitchen | Work tops should be none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 30 | Same as for One Star. 30 | Same as for One Star, but each section should be provided with appropriate tools. 40 | |
| 7.6. Hand Wash Basins | Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20 | Same as for One Star 20 | Same as for One Star. 20 | |
| 7.7. Ventilation | Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40 | Same as for One Star 40 | Same as for One Star 40 | |
| 7.8 Waste Collection and Storage | There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. <ul style="list-style-type: none"> All bins should be lined with appropriate waste bags. | Same as One Star | Same as for One Star | |

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| | Waste must be collected from the kitchen, on a regular basis. 30 | 30 | 30 | |
| 7.9. Drainage | All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no sewage system, it should be connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times 30 | Same as for One Star 30 | Same as for One Star 30 | |
| 7.10 Floors, Walls and Ceilings | Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a slit slope towards the drainage point and the junction between all vertical and horizontal surfaces should be coved. 20 | Same as for One Star but with high quality materials and finish. 30 | Same as for Two Star but with higher quality materials and finish. 40 | |
| 7.11 Food Storage | Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 30 | Same as for One Star 30 | Same as for One Star but should have separate compartments for various food stuffs. 40 | |

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| 7.12 Lighting | Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10 | Same as for One Star but light fittings should be of better quality 15 | Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20 | |
| 8.0 GUEST ROOMS | | | | |
| 8.1 Minimum Size | Minimum size of bedrooms should be 12 sq. m. 20 | Minimum size to be 12 sq.m. 20 | Minimum size to be 15 sq.m. 30 | |
| 8.2. Regulation of Temperature | Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40 | Same as for One Star 40 | Same as for One Star. 40 | |
| 8.3 Fittings, Furniture, and Equipment | Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. • Waste paper baskets, | Same as for One Star but of high quality. 40 | Same as for Two Star but of higher quality and should include a Computer data point/hotspots. 40 | |

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| | luggage and shoe rack should be provided. <ul style="list-style-type: none"> All lamps should be shaded TV and telephone should be available. 30 | 40 | 50 | |
| 8.4 Furnishings and Linen | Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> Should be well designed, in harmonized colour scheme. Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under- blankets, Two bed sheets and top blanket or duvet with appropriate pillows. Mosquito net covering the entire bed and long enough to reach the floor. Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30 | Same as for One Star but should be of high quality. 40 | Same as for Two Star but of higher quality. 50 | |
| 8.5 Change of Linen | Should be changed after every two nights of use or with every new guest. 20 | Same as for One Star 20 | Same as for One Star 20 | There should be a Par Stock of at least three pairs of sheets for each bed. |

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| 8.6 Décor | Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 30 | Same as for One Star but of superior quality. 40 | Same as for Two Star. 40 | |
| 8.7 Floors, Walls and Ceilings | Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. Doors and windows should be of quality material 15 | Same as for One Star but with high quality material used. 20 | Same as for Two Star but with higher quality material used. 30 | |
| 8.8 Lighting | There should be adequate natural lighting where window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 10 | Same as for One Star but with better quality materials and fixtures. 20 | Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30 | |
| 8.9 Sound Proofing | Well sound proofed rooms, for the comfort and privacy of guests. 30 | Same for One Star 30 | Same as for One Star. 30 | |
| 8.10 Information in Bedrooms | Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided. | Same as One Star but the presentation of the information and quality of materials used should be done professionally | Same as for One Star. | |

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| | <ul style="list-style-type: none"> Special notice regarding hotel lien and liabilities should be well displayed. All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. | | | |
| | 15 | 20 | 20 | |
| 8.11 Bedroom Communication Systems | A bell, light signal or telephone should be provided in every room for internal communication | Same as for One Star | Same as for One Star but in addition, the following should be provided:- <ul style="list-style-type: none"> Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. Computer data points | |
| | 10 | 10 | 20 | |
| 8.12 Room Designation | Should be numbered, lettered or otherwise designated with clear signage. | Same as for One Star but in good quality fittings. | Same as for Two Star but of better quality fittings. | |
| | 10 | 15 | 20 | |
| 8.13 Room Security | The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. | Same as for One Star, but with high quality fittings | Same as for One Star, but with higher quality fittings | |
| | 15 | 20 | 30 | |

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| 8.14 Supplies in Bedrooms | Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided. 20 | Same as for One Star but all items should be of good quality. 30 | Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40 | |
| 9.0 GUEST BATHROOM | | | | |
| 9.1 Bathroom(s) | Should be ensuite to each guest room 30 | Same as for One Star 30 | Same as for One Star 30 | |
| 9.2 Size | Bathroom/WC of not less than 3½ sq. m. 10 | Same as for One Star. 10 | Same as for One Star, but should be of not less than 5 sq.m. 20 | |
| 9.3 Fittings, Equipment and Amenities | Should be modest, functional and include a shower with a mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, grab rail and non-slip shower tray. 20 | Same as for One Star but with high quality materials, fittings, workmanship and finish 30 | Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror, with suitable lighting for bath room use. Built-in bath tubs should be at least 160 cm. long. 40 | More grab rails and facilities for disabled/ handicapped and senior citizens should be provided. |

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| 9.4 Floors, Walls and Ceilings | Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20 | Same as for One Star, but with high quality material. 20 | Same as for One Star, but with higher quality material. 30 | |
| 9.5 Towels and Bathrobes | Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10 | Same as for One Star but of bigger size and better quality including a face towel. 15 | Same as for Two Star but of higher quality and should include a wide variety in size, including a bathrobe. 20 | |
| 9.6 Lighting and Ventilation | Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20 | Same as for One Star but with improved materials, fittings, workmanship and finish. 30 | Same as for Two Star but of better quality. 40 | |
| 9.7 Shaver Outlets and Sockets | Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10 | Same as for One Star but should be of good quality. 15 | Same as for Two Star, but should be of superior quality. 20 | |
| 9.8 Supplies in the Bathroom | The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10 | Same as for One Star 10 | Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20 | |

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| 9.9 Sanitization | Bins, WC, hand wash basins, bath tubs and shower trays should be sanitized with appropriate detergents and chemicals daily. 20 | Same as for One Star. 20 | Same as for One Star. 20 | |
| 10.0 HYGIENE AND SANITATION | | | | |
| 10.1 Guest Cloakrooms | Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor. <ul style="list-style-type: none"> • Cloakrooms should be conveniently located to public areas, properly ventilated and lit; • Gender privacy should be assured and clearly indicated; • All doors should be fitted with appropriate locks; • All toilets should be clean and functional; • The following should be provided and maintained:- <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the | Same as for One Star but with high quality materials, fittings and finish | Same as for Two Star but with higher quality materials, fittings and finish | |

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| | Disabled/handicapped; <ul style="list-style-type: none"> • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks | | | |
| | 15 | 20 | 30 | |
| 10.2 Staff Changing/Wash Rooms | Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/Handicapped should be provided. Amenities should be in keeping with the standards of the establishment | Same as for One Star but with high quality materials, fittings and finish | Same as for Two Star but with higher quality materials, fittings and finish | |
| | 15 | 20 | 30 | |
| 10.3 Refuse Disposal | Should meet the local health standards and environmental protection regulations | Same as for One Star | Same as for One Star but with evidence for professional handling Same as for One Star | |
| | 20 | 20 | 30 | |

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| 10.4 Sewerage | Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code and health as well as environmental protection regulations. 30 | Same as for One Star 30 | Same as for One Star 30 | |
| 10.5 Vermin Proofing | The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20 | Same as for One Star 20 | Same as for One Star 20 | |
| 10.6 Water supply | There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20 | Same as for One Star 20 | Same as for One Star. 20 | |
| 10.7 Water Storage | There should be enough storage capacity to last at least one day, in case of supply breakdown. 20 | The storage capacity should be for at least three days. 30 | The storage capacity should be for at least five days 40 | |

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| 11.0 SAFETY AND SECURITY | | | | |
| 11.1 Fire Protection | <p>All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.</p> <ul style="list-style-type: none"> • Fire alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The hotel must be insured against fire hazards. <p>20</p> | <p>Same as for One Star but fire detectors should be installed.</p> <p>30</p> | <p>Same as for Three Star but with smoke detectors and sprinklers installed.</p> <p>40</p> | |
| 11.2 Electrical Safety | <p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>10</p> | <p>Same as for One Star but with high quality materials, fittings and workmanship</p> <p>15</p> | <p>Same as for Two Star but with higher quality materials, fittings and workmanship</p> <p>20</p> | |

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| 11.3 Security | Adequate arrangements, including a functional alarm system, as well as properly trained and equipped personnel should be in place. 15 | Same as for One Star 15 | Same as for One Star but connected to external rapid response system 20 | |
| 11.4 Emergency Power | There should be appropriate alternative sources of power in case of failure of the main supply 30 | Same as for One Star 30 | Same as for One Star 30 | |
| 11.5 First Aid | Adequate Kits should be provided, with some of the staff on duty trained in its application techniques. 15 | Same as for One Star but with a Clinical Officer on call. 20 | Same as for One Star but with a Doctor on call. 30 | |
| 12.0 SUNDRY SERVICES | | | | |
| 12.1 Luggage, Lost and Found Room | There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10 | Same as for One Star 10 | Same as for One Star 10 | |
| 12.2 Shoe Shine | Services should be available. 10 | Same as for One Star 10 | Same as for One Star 10 | |
| 12.3 Room Service | Room service available on request. 10 | Same as for One Star but should be available for 18 hours 15 | Same as for One Star but should be available for 24 hours 20 | |
| 12.4 Laundry and Dry Cleaning Services | Washing and ironing services provided, with proper storage facilities for Hotel Linen and guest clothes 10 | Same as for One Star 10 | Same as for One Star but dry cleaning should be arranged if not available. 20 | There should be a Par stock of at least Three pairs of sheets for each bed. |

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| 13.0 HUMAN RESOURCE | | | | |
| 13.1 Human Resource Policy | There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 25 | Same as for One Star 25 | Same as for One Star 25 | |
| 13.2 Management | General management of the establishment should be under a qualified person, certified by appropriate national authorities. 35 | Same as for One Star 35 | Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by one or more persons with similar training. Continuous training, including in-house programmes should be available. 45 | It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies |
| 13.3 Departmental Heads | Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department. 30 | Same as for One Star 30 | Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40 | It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies |

| SECTION- ITEM | ONE STAR | TWO STAR | THREE STAR | REMARKS |
|--|---|---|---|---|
| 13.4 Professional Qualifications of Operative Staff | All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20 | Same as for One Star but the proportion of professionally certified staff should be at least 50% 35 | Same as for One Star but the proportion of professionally certified staff should be at least 70% 45 | Appropriate on-job training programmes should be formulated and maintained. |
| 13.5 Languages | Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel. The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili 20 | Same as for One Star 20 | Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili 30 | |
| 13.6 Health | Staff should be medically examined regularly, in line with statutory health regulations. 10 | Same as for One Star. 10 | Same as for One Star. 10 | |
| 13.7 Staff Uniforms | Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, and should be provided. All staff should have name tags indicating designation. 20 | Same as for One Star 20 | Same as for One Star. 20 | |

| SECTION- ITEM | ONE STAR | TWO STAR | THREE STAR | REMARKS |
|--|--|------------------------------------|--|---------|
| 13.8 Personal Grooming | All staff should be well groomed, clean in body and attire, at all times. 10 | Same as for One Star. 10 | Same as for One Star 10 | |
| 13.9 Dining and Recreational Facilities for Staff | A Dining Room of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20 | Same as for One Star. 20 | Same as for One Star. 20 | |
| 14.0 GENERAL | | | | |
| 14.1 Audiovisual | Soft background or piped music should be available. 10 | Same as for One Star. 10 | Same as for One Star but with a multi channel TV 20 | |
| 14.2 'Courtesy of Choice' | 'Smoking and 'Non-Smoking' zones should be identified and clearly indicated. 20 | Same as for One Star 20 | Same as for One Star 20 | |
| 14.3 General Stores | Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20 | Same as for One Star 20 | Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30 | |
| 14.4 Lifts/ Elevators | Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30 | Same as for One Star. 30 | Same as for One Star but with service lift/ passage provided for all floors 40 | |

| SECTION- ITEM | ONE STAR | TWO STAR | THREE STAR | REMARKS |
|--|--|--|---|---------|
| 14.5 Parking Facilities | Adequate and secure parking facility should be provided for guests. Disabled persons should be catered for. The number of parking spaces should be proportional to the size of the motel and in conformity with local/national building code. Covered parking will be an added advantage. 10 | Same as for One Star but parking space should be clearly marked and well lit. 15 | Same as for Two Star but with an Attendant. 20 | |
| 14.6 Shopping Facilities | A boutique/shop stocking items convenient for travelers should be available. 10 | Same as for One Star 10 | Same as for One Star 10 | |
| 14.7 Entertainment and Recreation | Some form of entertainment should be provided. 10 | Same as for One Star. 10 | Same as for One Star 10 | |
| 14.8 Outdoor Areas | Some landscaping should be done and well maintained. 20 | Same as for One Star, but with adequate landscaping. 25 | Same as for Two Star but with some degree of creativity 30 | |
| 14.9 Swimming Pool | Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be | Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. | Same as for Two Star but materials, structures, fixtures and equipment, should be of high quality | |

| SECTION- ITEM | ONE STAR | TWO STAR | THREE STAR | REMARKS |
|------------------------------|---|---------------------------------------|---------------------------------------|---------|
| | provided. • A separate pool/area for children • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 10 | 20 | 25 | |
| 14.10 Motel Insurance | Public liability insurance and other statutory insurance policies should cover motel. 20 | Same as for One Star 20 | Same as for One Star 20 | |

END