



EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

RESTAURANTS

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION				
1.1. Site and Environment	Should be suitable for a restaurant and in harmony with the natural and built-up environment, in conformity with the local government regulations 20	Same as for Three Star 20	Same as for Three Star 20	
2.0 BUILDING				
2.1 Autonomy of Building	Should be easily accessible to the general public, with separate entrances to the restaurant and for deliveries. 20	Same as for Three star 20	Same as for Four star but should either be autonomous, semi-detached or with exclusive access. 40	
2.2 Design & Architectural Features	In conformity with the building codes and other existing building regulations, with	Same as for Three Star, but the architectural features and finish	Same as for Four star but the facade, architectural features,	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	claim to style and beauty and structurally sound. Should be well maintained, in harmony with the physical built-up, natural and cultural environment. 20	should be of higher standards 30	construction and finish in relation to the environment should be of high internationally recognized standards, with added functionality, safety, security and luxury. 40	
2.3 Capacity	Should have a minimum space of 1.5 sq m per person 40	Should have a minimum space of 1.75 sq m. 50	Should have a minimum space of 2 sq m. 60	
3.0 RECEPTION AREA				
3.1 Reception Area/Lounge	Not mandatory	At least a reception area should be available for receiving guests 30	Same as for Four star, but more elaborately furnished and luxurious, providing bitings. 40	
4.0 DINING AREA				
4.1 Furniture, Equipment and Accessories	Furniture should be adequate, comfortable and of good quality. Tableware, furnishings and linen should be clean, well-maintained and of good quality 60	Same as for Three star, but should be of higher quality and well placed 70	Same as for Four star, but of distinctively of higher quality and comfort 80	
4.2 Service Stations	Should be adequate and functional, in relation to the capacity of the restaurant 20	Same as for Three Star 20	Same as for Three Star 20	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.3 Décor	Good decoration, with a distinctive theme and harmony of colours. 20	Good and pleasant decoration, with high quality furnishings and floral arrangement 40	Same as for Four star but of distinctively higher standards. Plants should be natural and fresh flowers be provided. 50	
4.4 Floors, Walls and Ceilings	Should be of good quality and well maintained. 20	Same as for Three star, but of higher quality material and finish 40	Same as for Four star, but of superior quality and luxurious. 50	
4.5 Lighting	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
4.6 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. 30	Same as for One Three but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
5.0 SERVICE				

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.1 Service Staff	Should be adequate in number, suitably trained and well groomed, with legible name tags. 40	Same as for Three Star, but a good proportion of the staff should be able to communicate in Kiswahili and at least one other foreign language apart from English/French. 50	Same as for Four Star, but at least 80% of staff should be trained from recognized institutions. 60	
5.2 Menu	Priced menu cards available with a good selection of local and international dishes and option of at least a three course meal and a fair selection for beverages, from a suitably located dispense bar. 30	Same as for Three Star but with a wider selection and an option of at least a four course meal. 40	Same as for Four Star but with excellent international cuisine and option for a five course meal. 50	
5.3 Billing	System should be efficient and customer friendly 10	Same as for Three Star 10	Same as for Three Star 10	
6.0 ENTERTAINMENT				
6.1 Entertainment	Should be provided and in harmony with the social and cultural environment 20	Same as for Three Star but with a variety of entertainment, which could include live music and Multi-Channel TV 30	Same as for Four Star but with top range of entertainment 40	
7.0 BAR(S)				
7.1 General Features and Facilities	At least One bar should be conveniently located near the reception area/lounge or may be part of the restaurant. Spacious with good ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but should be more elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2., Floors, Walls,	Materials used and fittings should be well	Same as for Three Star but with	Same as for Four Star but with	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Ceilings and Décor	decorated, of fine finish, functional and well maintained. 40	excellent design and finish offering a higher degree of comfort. 60	luxurious finish and décor. 80	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, comfortable and of good quality. An ice-making machine of adequate capacity, a double bowl sink with bottle brush, hot and cold running water are essential. Should be of distinctively high quality. 50	Same as for Three Star, but luxurious. 70	Same as for Four Star but more elegant and luxurious. 70	
7.5 Beverage Cooling Systems	Adequate refrigeration /beverage cooling systems should be available and storage of wines should be done professionally. 20	Same as for Three Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Four Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks and should be of good quality and design. 20	Same as for Three Star but should be of high quality in design and finish. 30	Same as for Four Star but should be of excellent quality in design and finish. 40	
7.7 Selection of Drinks and Snacks	Adequate variety and wide selection of local and international beverages, wines, and snacks should be available. 30	Same as for Three Star but with a wider selection of beverage, wines and snacks of premium internationally re-known brands. 40	Same as for Four Star but with an extensive selection of premium brands. 50	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.0 KITCHEN				
8.1 Size	Kitchen, food stores and pantry should be 1/3 sq m per cover for restaurants of seating capacity of 100 persons and above, and ½ sq m for restaurants of less than 100 persons 40	Same as for Three Star, but the proportions should be ½ sq m and 2/3 sq m, respectively. 60	Same as for Four Star 60	
8.2 Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 30	Same as for One Star. 30	Same as for One Star, but with added provision for enhancement of service efficiency. 40	
8.3 Flow of Food Service	Where applicable, there should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 20	Same as for Three Star but with mechanisms for transmitting guest order information 30	Same as for Three Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries 30	Same as for Three Star but with sections clearly labeled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be adequate and of none rusty impervious materials. There should be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All should be kept in good and clean condition. 40	Same as for Three Star, but in addition, there should be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service. 60	Same as for Four Star, but of very high quality, with hot and cold running water for each section 80	
8.6 Hand Wash Basins	Should be conveniently located with hygienically operated taps, running hot and cold water, detergent dispensing machine and hand dryer. 10	Same as for Three Star but with high quality of fittings 20	Same as for Three Star 20	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.7. Ventilation	A safe and efficient natural and /or mechanical fume and smoke extraction system should be provided. 40	Same as for Three Star 40	Same as for Three Star 40	
8.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation provided for conducive working environment. 10	Same as Three Star but with mechanisms to regulate temperature in different sections of the Kitchen 15	Same as for Four Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen 20	
8.9 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. Light fittings should be of good quality and tasteful to provide a pleasant ambience. 15	Same as for Three Star but light fittings should be of very high quality. 25	Same as for Four Star 25	
8.10 Waste Collection and Storage	Waste must be collected from the kitchen, on a regular basis and disposed of in line with environmental protection regulations. 20	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.11 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 central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition, at all times. 25	The same as for Three Star but with high quality fittings 30	The same as for Four Star 30	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.12 Floors, Walls and Ceilings	Should be of high quality, impervious non-slip, non-corrosive, materials of good finish and conducive to easy cleaning. The finish should be of good workmanship and well maintained. Excellent levels of hygiene should be observed. Walls should have glazed tiles with good grouting and floors should have a slit slope towards the drainage point. The junction between all vertical and horizontal floor and walls should be coved. 30	Same as for Three Star but with high quality materials and finish. 40	Same as for Four Star 40	
8.13 Food Storage	A good store with adequate ventilation, and refrigeration facilities as well as shelving, pallets and cabinets should be provided. Separate compartments for different types of perishables and non-perishables should be availed and maintained in hygienic condition. 40	Same as for Three Star 40	Same as for Three Star, but in addition a chef's cold room, complete with enough compartments to store all specialized products, should be provided. 60	
8.14 Kitchen Staff	There should be suitably trained and experienced staff for each specialized section, supervised by a well-trained and experienced Chef. All staff should be well groomed and protective clothing and name tag should be provided and used. 40	Same as for Three Star, but the Chef should be assisted by a suitably qualified and experienced Sous Chef and specialized sections should be headed by competent Chef de Parties. 60	Same as for Four Star, but Chef should be qualified from a recognized institution, with relevant international experience. 80	
9.0 HYGIENE AND SANITATION				
9.1 Guest Cloakrooms	Should be adequate, well lit and properly	Same as Three Star but with high	Same as Four Star but in	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>ventilated and in proportion to the capacity of the restaurant. Gender segregation and privacy should be observed and indicated. The rooms should be clean, functional and well maintained. The following items should be provided and well maintained: -</p> <ul style="list-style-type: none"> - Functional soap dispenser - Disposable tissue, and/or electric hand drier - A hand wash basin hygienically operated and with running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hanger - Disabled facilities - Individual urinals with running water and drainage. - Arabic shower <p>The entrance to the cloakroom from adjacent rooms should have air locks.</p> <p>20</p>	<p>quality materials, fittings and finishing</p> <p>25</p>	<p>addition a well equipped powder room/dressing table should be provided.</p> <p>30</p>	
<p>9.2 Staff Changing/Wash Rooms</p>	<p>Segregated according to gender with adequate changing facilities, in proportion to the number of staff including lockers, full length mirror, hand wash basins, individual shower compartments, soap, WC with toilet papers, and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained.</p> <p>20</p>	<p>Same as for Three Star but with high quality materials, fittings and finishing</p> <p>25</p>	<p>Same as for Four Star but with excellent quality materials, fittings and finishing</p> <p>30</p>	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.3 Refuse Disposal	There should be refuse storage and disposal facilities which meet the local health standards and environmental regulation 15	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
9.4 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 regulations. 30	Same as for Three Star 30	Same as for Three Star 30	
9.5 Vermin Proofing	All areas of the restaurant should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects. 20	Same as for Three Star 20	Same as for Three Star 20	
9.6 Water Supply	Safe and consistent supply of water, conforming to local and WHO standards should be ensured. Individual water sources should be regularly treated and tested for quality by national authorities. 20	Same as for Three Star 20	Same as for Three Star 20	
10.0 SAFETY AND SECURITY				

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.1 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, and in accordance with local fire fighting and prevention bye-laws. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms should be installed.</p> <p>All staff should be familiar with available fire fighting equipments and their use.</p> <p>Every establishment should have an in-house core fire fighting team appropriately trained. Fire drill exercises should be carried out regularly.</p> <p>The restaurant should be adequately insured against fire hazards.</p> <p>Statutory fire safety notices should be prominently displaced.</p> <p>20</p>	<p>Same as for Three Star but with smoke detectors installed.</p> <p>30</p>	<p>Same as for Four Star</p> <p>40</p>	
10.2 Electrical Safety	<p>All electrical facilities should be installed and maintained in accordance with applicable safety laws.</p> <p>15</p>	<p>Same as for Three Star but with high quality materials, fittings and finishing</p> <p>20</p>	<p>Same as for Four Star</p> <p>20</p>	
10.3 Security	<p>There should be adequate security arrangements including the following:-</p>	<p>Same as for Three Star Same as for One Star, but with more elaborate rapid response arrangements</p>	<p>Same as for Four Star, but in addition there should be a functional electronic</p>	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> A functional alarm system connected to external rapid response system; Adequate, properly trained and equipped security personnel. <p>20</p>	25	surveillance system in place. 30	
10.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply. 10	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 15	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system Star 20	
10.5 First Aid	Adequate First Aid Kit s should be provided, with some staff properly trained in First Aid techniques and emergency handling. 15	Same as for Three Star but with fully equipped Kits. 20	Same as for Three Star 20	
10.6 Insurance	Restaurant should be covered by public liability insurance and other statutory insurance policies. 20	Same as for Three Star 20	Same as Three Star 20	
11.0 SUNDRY SERVICES				

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.1 Parking Area	Should be adequate, well lit and secure, within the vicinity of the restaurant 15	Same as for Three Star but well maintained 20	Same as for Four Star but with clearly marked parking bays/slots and an Attendant. 30	
11.2 Outdoor Area	Some landscaping should be done where space allows. 10	Same as for Three Star but tastefully done. 15	Same as for Four Star but with high level of creativity 20	
11.3 Function Area(s)	Facilities should be provided for private functions. 20	Same as for Three Star but should be separate from the dinning area 30	Same as for Four Star. 30	
11.4 Taxi Service	Should be available 10	Same as for Three Star 10	Same as for Three Star 10	
11.5 Facilities for the Physically Challenged	Should be appropriately provided 30	Same as for Three Star 30	Same as for Three Star 30	
12.0 HUMAN RESOURCE				
12.1 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 20	Same as for Three Star 20	Same as for Three Star 20	
12.2 Management	The restaurant should be under the management of a suitably trained person from a recognized institution. 40	Same as for Three Star, but the Manager should have relevant experience of at least two years. 50	Same as for Four Star, but should have proven evidence of a distinguished career in the profession. 60	
12.3 Professional	All operative staff should possess	Same as for Three Star but the	Same as for Four Star	Appropriate on-job training

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Qualifications of Operative Staff	professional qualifications and appropriate experience to maintain satisfactory services for guests. The proportion of professionally certified staff should be at least 70% 45	proportion of professionally certified staff should be at least 80% 50	but the proportion of professionally certified staff should be 90% 60	programmes should be formulated and maintained.
12..4 Languages	The Manager should have working knowledge of Kiswahili, English/French and one other widely spoken international language 20	Same as for Three Star. 20	Same as for Three Star 20	
12.5 Health	All staff should be medically fit and examined regularly in line with statutory health regulations. 10	Same as for Three Star 10	Same as for Three Star 10	
12.6 Dining Facilities for Staff	A clean eating place with appropriate furniture should be provided 10	Same as for Three Star 10	Same as for Three Star 10	
13.0 GENERAL				
13.1 '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	

END

