



## EAST AFRICAN COMMUNITY

### CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

#### TENTED CAMPS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>1.0 LOCATION</b>						
<b>1.1 Location</b>	Should be suitable for a Tented camp.  <b>10</b>	Same as for One  <b>10</b>	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility  <b>20</b>	Same as for Three Star.  <b>20</b>	Same as for Three Star.  <b>20</b>	
<b>1.2 Site and Environment</b>	The establishment should be in harmony with the natural environment, and in conformity with the building and development regulations applicable to the locality. The site should be safe from rain water floods and strong winds.  <b>20</b>	Same as for One Star  <b>20</b>	Same as One for Star but the location Should have added advantage in terms of scenery, and/or fauna and flora.  <b>30</b>	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and flora.  <b>40</b>	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and flora  <b>50</b>	Environmental Impact Assessment should be done before construction  The dominant feature being Tented Camp

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>2.0 BUILDING</b>						
<b>2.1 Design and Architectural Features</b>	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star but with a more attractive architectural design and finish.  <b>30</b>	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal.  <b>40</b>	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment.  <b>50</b>	
<b>2.2 Capacity</b>	The establishment should have at least five (5) lettable accommodation units.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	
<b>2.3 Walkways, Hallways and Staircases</b>	Should be in accordance with the Buildings Code, allow easy passage and be well lit, at all times. Where applicable, safe side railings should be provided and well maintained  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment.  <b>30</b>	Same as for Three Star but with higher quality finish, decoration and maintenance.  <b>40</b>	Same as for Four Star but all should be of much higher quality  <b>50</b>	
<b>2.4 Site signage and Notices</b>	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	
<b>3.0 FRONT OFFICE</b>						
<b>3.1 Reception Area</b>	An appropriate area suitably designed for receiving of guests should be available.  <b>10</b>	Same as One Star  <b>10</b>	Same as for One Star but a separate concierge service area should be provided.  <b>30</b>	Same as for Three Star but customer service/public relation table should be provided to assist guests.  <b>40</b>	Same as four star  <b>40</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>3.2 Information Services</b> Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> <li>• Tourism services providers;</li> <li>• Emergency and fire exit procedures etc. should be provided.</li> <li>• Literature covering services, internal telephone directory and menus should be provided.</li> <li>• 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.</li> </ul>	Same as One Star	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as One Star.	
	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	
<b>3.3 Hours of Service</b> They should be at least twelve (12).	Same as for One Star	Same as for One Star.	Same as for One Star	Same as for One star	Same as for One star	
	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	
<b>3.4 Paging Systems</b> A simple functional paging system should be available	Same as for One Star	Professional discrete paging system should be used.	Same as for Three Star	Same as for Three star	Same as for Three star	
	<b>10</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	
<b>3.5 Safe Deposit Service</b> There should be arrangement to secure Guests' valuables.	Same as for One Star	Should be available, in the proportion of at least one Safe for every five rooms	Individual safe deposit box should be provided in the guest rooms	Same as for Three Star	There should be sufficient arrangement for the safe keeping of large valuables.	
	<b>20</b>	<b>30</b>	<b>40</b>	<b>40</b>	<b>40</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>3.6 Foreign Exchange Services</b>	Foreign exchange services should be provided. <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star <b>10</b>	
<b>3.7 Concierge Services</b>	There should be an arrangement to assist guests. <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star, but with designated personnel available. <b>15</b>	Adequate number of bellboys should be available to assist guests during operating hours. <b>20</b>	Same as for Four Star <b>20</b>	
<b>3.8 Languages</b>	Guest contact staff should be able to communicate in English/French and Kiswahili. <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star but should also be able to communicate in at least one other internationally recognized language <b>20</b>	Same as for Three Star <b>20</b>	Same as for Three Star. <b>20</b>	
<b>3.9 Communication Services</b>	Should be available and include at least a telephone <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star but should include <i>internet</i> services. <b>20</b>	Same as for Three Star. <b>20</b>	Same as for Three Star <b>20</b>	
<b>4.0 LOBBY/LOUNGE/PUBLIC AREA(S)</b>						
<b>4.1 Lobby/Lounge/ Public Areas</b>	Should be available, modest in design, functional and in line with applicable Building Code <b>10</b>	Same as for One Star, but with better design. <b>15</b>	Same as for Two Star but exclusively designed for and used by guests. <b>20</b>	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. <b>30</b>	Same as for Four Star but with very high degree of luxury, ambiance and beauty. <b>40</b>	
<b>4.2 Size of Lobby/Lounge</b>	Should be proportionate to the capacity of the establishment. <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star but should be more spacious. <b>20</b>	Same as for Four Star <b>20</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>4.3 Amenities and Accessories</b>	The size and range of accessories should be proportionate to the size of the Tented Camp and the needs of customers, including the disabled.  <b>10</b>	Same as for One Star, but should be of wider range and quality.  <b>20</b>	Same as for Two Star, but in addition reading and writing materials should be available.  <b>30</b>	Same as for Three Star but should be of greater range and higher quality.  <b>40</b>	Same as for Four Star but offering a distinctively greater range and quality.  <b>50</b>	
<b>4.4 Furniture and Décor</b>	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained.  <b>10</b>	Same as for One Star but of better range and quality  <b>20</b>	Same as for Two Star but of wider range, higher quality and comfort.  <b>30</b>	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition.  <b>40</b>	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance.  <b>50</b>	
<b>4.5 Regulation of Temperature</b>	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star but with quality fixtures and fittings  <b>15</b>	Same as for Two Star but with high quality air conditioning systems  <b>20</b>	Same as for One Star  <b>20</b>	
<b>4.6 Floors, Walls and Ceilings</b>	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star but showing a degree of creativity.  <b>30</b>	Same as for Three Star but showing higher degree of creativity.  <b>30</b>	Same as for Four Star but with distinctive creativity and impressive ambiance.  <b>50</b>	Walls may or may not be existing
<b>4.7 Lighting</b>	There should be adequate natural and/or artificial lighting.  <b>10</b>	Same as for One Star but light fittings should be of better quality.  <b>20</b>	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance  <b>30</b>	Same as for Three Star but with very high quality standard of fittings.  <b>40</b>	Same as for Four Star.  <b>40</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>4.8 Minimum Size of Public Rooms</b>	Minimum size of lobby/lounge/public areas, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed.  <b>30</b>	Same as for One Star.  <b>30</b>	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed.  <b>40</b>	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed.  <b>50</b>	Same as for Four Star  <b>50</b>	
<b>5.0 FUNCTION ROOM/AREA (Briefings, Conferences, Banquets, etc)</b>						
<b>5.1 Features and Facilities</b>	At least an area of not less than 1.5 sq m. per guest with functional furniture to match the general standard of the establishment.  <b>10</b>	Same as for One Star but with good furniture.  <b>20</b>	Same as for One Star but with an average size of at least 2 sq.m. per guest bed, comfortably furnished, and well maintained.  <b>30</b>	Same as for Three Star but with high quality furniture, furnishings and fittings.  <b>40</b>	Same as for Four Star but of very high quality audiovisual and internet facilities.  <b>50</b>	
<b>6.0 DINING AREA</b>						
<b>6.1 Features and Facilities</b>	At least one designated dining area, commensurate with the number of beds. Should be well furnished, ventilated and maintained  <b>10</b>	Same as for One Star, but should be of better quality.  <b>20</b>	Same as for two Star, but offering greater degree of comfort.  <b>30</b>	Same as for Three Star, but offering considerable luxury and convenience.  <b>40</b>	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort  <b>50</b>	
<b>6.2 Furniture, Equipment and Accessories</b>	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/handicapped persons.  <b>40</b>	Same as for One Star but all of better quality.  <b>50</b>	Same as for Two Star but all should be of superior quality.  <b>60</b>	Same as for Three Star but luxurious and more elegant.  <b>70</b>	Same as for Four Star but distinctively luxurious and elegant.  <b>80</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>6.3 Interior Décor</b>	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment. and well maintained <b>20</b>	Same as for One Star but of better range and quality <b>30</b>	Same as for Two Star but of wider range, higher quality and comfort <b>40</b>	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition <b>50</b>	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance <b>60</b>	
<b>6.4 Lighting</b>	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. <b>20</b>	Same as for One Star but light fittings should be of better quality <b>30</b>	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance <b>40</b>	Same as for Three Star but with very high quality standard of fittings and finish <b>50</b>	Same as for Four Star <b>50</b>	
<b>6.5 Floors, Walls and Ceilings</b>	Should be structurally sound, well maintained to support high standard of cleanliness and hygiene <b>20</b>	Same as for One Star. <b>20</b>	Same as for One Star but with high quality of design, workmanship and finish. <b>30</b>	Same as for Three Star but with tasteful design, very high quality workmanship and finish. <b>40</b>	Same as for Four Star but with excellent workmanship and finish. <b>50</b>	Walls may or may not be existent
<b>6.6 Menu</b>	A Menu, with a modest selection of local and international dishes with at least three courses should be available. <b>10</b>	Same as for One Star but with better selection, quality, presentation <b>20</b>	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages <b>30</b>	Same as for Three Star but with superior quality cuisine, of at least five courses and a rich wine list <b>40</b>	Same as Four Star, but featuring excellent cuisine and very rich wine list. <b>50</b>	
<b>6.7 Service Stations</b>	Should be well appointed and proportional to seating capacity. <b>10</b>	Same as for One Star. <b>10</b>	Same as for One Star. <b>10</b>	Same as for One Star. <b>10</b>	Same as for One Star <b>10</b>	
<b>6.8 Regulation of Temperature</b>	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star but with quality fixtures and fittings <b>35</b>	Same as for Two Star but with high quality air conditioning systems <b>40</b>	Same as for One Star <b>40</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>7.0 BAR(S)</b>						
<b>7.1 General Features and Facilities</b>	At least One bar should be conveniently located near the dining area and or public area.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided.  <b>30</b>	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards.  <b>40</b>	Same as for Three Star but with a higher degree of creativity, ambiance and comfort.  <b>50</b>	
<b>7.2. Floors, Walls, Ceilings and Decorations</b>	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained.  <b>10</b>	Same as for One Star but with more attractive decoration, tasteful finish and design.  <b>20</b>	Same as for Two Star but with very high quality finish.  <b>30</b>	Same as for Three Star but with excellent design and finish offering a higher degree of comfort.  <b>40</b>	Same as for Four Star but with luxurious finish and décor.  <b>50</b>	
<b>7.3 Lighting and Ventilation</b>	Should be adequate, natural and/or artificial, illumination and ventilation.  <b>20</b>	Same as for One Star but light and ventilation fittings should be of better quality  <b>30</b>	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance  <b>40</b>	Same as for Three Star but with very high quality standard of fittings and finish  <b>50</b>	Same as for Four Star  <b>50</b>	
<b>7.4 Furniture and Equipment</b>	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.  <b>20</b>	Same as for One Star but should be of better quality.  <b>30</b>	Same as for Two Star but should be of distinctively higher quality, offering greater comfort.  <b>40</b>	Same as for Three Star, but with a touch of luxury.  <b>50</b>	Same as for Four Star.  <b>50</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>7.5 Beverage Cooling Systems</b>	Adequate refrigeration /cooling should be available and storage of wines should be done professionally.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.  <b>30</b>	Same as for Three Star  <b>30</b>	Same as for Three Star  <b>30</b>	
<b>7.6 Glassware</b>	Stocks should be adequate and appropriate for service of different drinks.  <b>10</b>	Same as for One Star but should be of better quality.  <b>20</b>	Same as for Two Star but should be of high quality and design.  <b>30</b>	Same as for Three Star but should be of excellent quality in design and finish.  <b>40</b>	Same as for Four Star  <b>40</b>	
<b>7.7 Selection of Drinks and Snacks</b>	Adequate variety of local and international beverages, wines, should be available.  <b>10</b>	Same as for One Star but with wide variety and choice.  <b>20</b>	Same as for Two Star but with a wider selection of beverage, wines and snacks,  <b>30</b>	Same as for Three Star but with premium internationally re-known brands available.  <b>40</b>	Same as for Four Star but with an extensive selection of premium brands.  <b>50</b>	
<b>8.0 KITCHEN</b>						
<b>8.1 Size</b>	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed. <b>40</b>	Same as for One Star.  <b>40</b>	Same as for One Star.  <b>40</b>	Same as for One Star but area per guest bed should be ¼ sq. m. for hotels with more than 100 beds.  <b>50</b>	Same as for Four Star.  <b>50</b>	
<b>8.2. Relation to Restaurant</b>	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. <b>10</b>	Same as for One Star.  <b>10</b>	Same as for One Star, but with added provision for enhancement of service efficiency. <b>20</b>	Same as for Three Star.  <b>20</b>	Same as for Three Star.  <b>20</b>	
<b>8.3. Flow of Food Service</b>	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area <b>30</b>	Same as One Star  <b>30</b>	Same as for One Star.  <b>30</b>	Same as for One Star.  <b>30</b>	Same as for One Star  <b>30</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>8.4 Organization of the Kitchen</b>	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries.  <b>15</b>	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries.  <b>20</b>	Same as for Two Star but highly organized and departmentalized  <b>25</b>	Same as for Three Star but with sections clearly labelled.  <b>30</b>	Same as for Four Star but labelled and screened off where applicable.  <b>40</b>	
<b>8.5 Equipment of Kitchen</b>	Work tops should be of 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.  <b>40</b>	Same as for One Star.  <b>40</b>	Same as for One Star, but each section should be provided with appropriate tools.  <b>50</b>	Same as for Three Star but with high quality tools.  <b>60</b>	As for Four Star but with very high quality tools.  <b>70</b>	
<b>8.6. Hand Wash Basins</b>	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.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star  <b>20</b>	
<b>8.7. Ventilation</b>	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided.  <b>40</b>	Same as for One Star  <b>40</b>	Same as for One Star  <b>40</b>	Same as for One Star  <b>40</b>	Same as for One Star  <b>40</b>	



SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	vertical and horizontal floor and walls and working surfaces should be covered <b>15</b>	coved <b>20</b>	<b>25</b>	<b>25</b>	<b>30</b>	
<b>8.11 Food Storage</b>	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. <b>10</b>	Same as for One Star but with controllable temperature gauges <b>15</b>	Same as for Two Star but should have separate compartments for various food stuffs. <b>25</b>	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. <b>30</b>	Same as Four Star <b>30</b>	
<b>8.12 Lighting</b>	Natural and/or artificial, illumination, should be adequate. <b>10</b>	Same as for One Star but light fittings should be of better quality <b>15</b>	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance <b>20</b>	Same as for Three Star but with very high quality standard of fittings and finish <b>25</b>	Same as for Four Star <b>25</b>	
<b>9.0 GUEST ROOMS</b>						
<b>9.1 Minimum Size</b>	Minimum size of bedrooms should be 12 sq m. <b>20</b>	Minimum size to be 12 sq.m. <b>20</b>	Minimum size to be 15 sq.m. <b>30</b>	Minimum size to be 20 sq.m. <b>40</b>	Minimum size to be 25 sq.m. <b>50</b>	Should be adequately spaced
<b>9.2. Regulation of Temperature</b>	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star but with quality fixtures and fittings <b>15</b>	Same as for Two Star but with high quality air conditioning systems <b>20</b>	Same as for One Star <b>20</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>9.3. Balconies/ Terraces</b>	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. <b>20</b>	At least 75% of the rooms should have balconies with appropriate. <b>30</b>	All rooms should have balconies Functional and comfortable furniture. <b>40</b>	
<b>9. 4. Fittings, Furniture and Equipment</b>	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. •A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided. •Waste paper baskets, luggage and shoe rack should be provided. •All lamps should be shaded <b>30</b>	Same as for One Star but of high quality. <b>40</b>	Same as for Two Star but should include a Computer data point. <b>50</b>	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request <b>60</b>	Same as for Four Star but offering a high degree of luxury. <b>70</b>	
<b>9. 5 Furnishings and Linen</b>	Appropriate Soft furnishings:- • 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-	Same as for One Star but should be of high quality. <b>40</b>	Same as for Two Star but of significantly Higher quality. <b>50</b>	Same as for Three Star but should be of much higher quality. <b>60</b>	Same as for four Star but with a higher degree of luxury. <b>70</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	blankets, two bed sheets and top blanket or duvet with appropriate pillows. <ul style="list-style-type: none"> <li>• Mosquito net covering the entire bed and long enough to reach the floor.</li> <li>• Appropriate curtains and upholstery should be of good quality, finish and well maintained.</li> </ul>					
	<b>30</b>	<b>40</b>	<b>50</b>	<b>60</b>	<b>70</b>	
<b>9.6 Change of Linen</b>	Should be changed after every two nights of use or with every new guest.	Same as for One Star	Same as for One Star	Should be changed daily	Same as for Four Star	There should be a Par stock of at least Three pairs of sheets for each bed.
	<b>20</b>	<b>20</b>	<b>20</b>	<b>30</b>	<b>30</b>	
<b>9.7. Décor</b>	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but tastefully presented.	Same as for Two Star but with a wide range of decorations.	Same as for Two Star but with a higher degree of sophistication	Same as Four Star, but evidently more luxurious.	
	<b>20</b>	<b>30</b>	<b>40</b>	<b>50</b>	<b>60</b>	
<b>9.8 Floors, Walls and Ceilings</b>	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.	Same as for One Star	Same as for One Star but with high quality material used.	Same as for Three Star but with a luxury touch in material, workmanship and finish.	Same as for four Star but of exceptionally high quality material and finish.	
	<b>20</b>	<b>20</b>	<b>30</b>	<b>40</b>	<b>50</b>	
<b>9.9 Lighting</b>	Design of tent should allow adequate natural lighting. One light fixture for each bed	Same as for One Star.	Same as for One Star but with additional light fixtures over the dressing table mirror.	Same as for Three Star but with high quality fittings.	Same as for Three Star but with much higher quality fittings.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	should be conveniently located. Bedside switch and emergency lighting should be provided. <b>20</b>	<b>20</b>	Portable or other light fixtures suitable for reading, writing, etc. should be provided. <b>30</b>	<b>40</b>	<b>50</b>	
<b>9.10 Guest Privacy</b>	Tents should be appropriately spaced to facilitate guest privacy and comfort. <b>30</b>	Same for One Star <b>30</b>	Same as for One Star. <b>30</b>	Same as for One Star. <b>30</b>	Same as One Star. <b>30</b>	
<b>9.11 Information in Bedrooms</b>	Literature covering services, internal telephone directory, Tent telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. •Special notice regarding hotel lien and liabilities should be well displayed. •All information should be provided in Kiswahili, English and at least one other internationally recognizable language. <b>20</b>	Same as for One Star. <b>20</b>	Same as for One Star. <b>20</b>	Same as for One Star <b>20</b>	Same as for One Star <b>20</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>9.12 Internal Communication Systems</b>	A bell, light signal or telephone should be provided in every room for internal communication  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star but in addition, the following should be provided:- • Internal telephones that can be connected to external network, through the switchboard, or direct dial. • Computer data points/hotspots  <b>20</b>	Same as for Three Star but with extensions provided in bathrooms.  <b>30</b>	Same as for Four Star.  <b>30</b>	
<b>9.13 Tent Designation</b>	Should be numbered, lettered or otherwise designated with clear signage.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star but in good quality fittings.  <b>20</b>	Same as for Three Star but of better quality.  <b>30</b>	Same as for four Star but of excellent finish.  <b>40</b>	
<b>9.14 Tent Security</b>	Good quality and secure locking system on each entrance, providing maximum security, should be installed.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star, but with higher quality fittings  <b>30</b>	Same as for Three Star, but provision for double locking system and door lens.  <b>40</b>	Same as for Four Star, but with a higher degree of sophistication  <b>50</b>	
<b>9.15 Supplies in Bedrooms</b>	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, Torch/lamp, and water glasses should be provided.  <b>20</b>	Same as for One Star but all items should be of good quality.  <b>30</b>	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided  <b>40</b>	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season.  <b>50</b>	Same as for four Star but with assorted chocolates and good selection of beverages and wines.  <b>60</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>10.0 GUEST BATHROOM</b>						
<b>10.1 Bathroom (s)</b>	Should be ensuite to each guest room <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	
<b>10.2 Size</b>	Bathroom/WC of not less than 3½ sq. m. <b>10</b>	Same as for One Star. <b>10</b>	Same as for One Star, but should be of not less than 5 sq.m. <b>20</b>	Same as for Three Star but of not less than 6 sq.m. <b>30</b>	Same as for Four Star but should be more spacious. <b>40</b>	
<b>10.3 Fittings, Equipment and Amenities</b>	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. <b>30</b>	Same as for One Star but with a large mirror. <b>40</b>	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. <b>60</b>	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage.. <b>80</b>	Same as for Four Star but with hair dryers and telephone extensions. <b>90</b>	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
<b>10.4 Floors, Walls and Ceilings</b>	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. <b>10</b>	Same as for One Star but with better workmanship and finish. <b>20</b>	Same as for Two Star, but with higher quality materials. <b>30</b>	Same as for Three Star, but with superior quality materials. <b>40</b>	Same as for Four Star. <b>40</b>	
<b>10.5 Towels and Bathrobes</b>	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. <b>20</b>	Same as for One Star <b>20</b>	Same as for One Star but of bigger size and better quality including a face towel. <b>30</b>	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm. and should include a bathrobe. <b>40</b>	Same as for Four Star. <b>40</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>10.6 Lighting and Ventilation</b>	Should be effective natural/or artificial for convenience and comfort of the guests.  <b>20</b>	Same as for One Star but should be of high quality materials, fittings, workmanship and finish.  <b>30</b>	Same as for Two Star but of higher quality.  <b>40</b>	Same as for Three Star but with superior quality fittings.  <b>50</b>	Same as for Four Star  <b>50</b>	
<b>10.7 Shaver Outlets and Sockets</b>	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided.  <b>10</b>	Same as for One Star.  <b>10</b>	Same as for One Star, but should be of superior quality.  <b>20</b>	Same as for Three Star  <b>20</b>	Same as for Three Star.  <b>20</b>	
<b>10.8 Supplies in Bathrooms</b>	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.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads.  <b>20</b>	Same as for Three Star  <b>20</b>	Same as for Three Four Star the quality and range should reflect a degree of luxury.  <b>30</b>	
<b>10.9 Sanitization</b>	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star.  <b>20</b>	
<b>11.0 SUITES</b>						
<b>11.1 Minimum Size</b>	Not essential	Not essential	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m. with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards.  <b>40</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>11.2 Regulation of Temperature</b>	Not essential	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests.  <b>40</b>	
<b>11.3 Facilities and Amenities</b>	Not essential	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should well stocked. Room service should be provided on 24 hour basis.  <b>50</b>	
<b>11.4 Balconies/Terraces</b>	Not essential	Not essential	Not essential	Not essential	Should have a terrace or balcony with appropriate furniture.  <b>30</b>	
<b>11.5 Fittings and Furniture</b>	Not essential	Not essential	Not essential	Not essential	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					should be of internationally recognizable quality.  <b>70</b>	
<b>11.6 Décor</b>	Not essential	Not essential	Not essential	Not essential	Good décor with quality decorations. Flowers and indoor plants should be tasteful and elegant with a touch of luxury.  <b>60</b>	
<b>11.7 Furnishings and Linen</b>	Not essential	Not essential	Not essential	Not essential	Appropriate Soft furnishings:- <ul style="list-style-type: none"> <li>• Should be well designed, in harmonized colour scheme.</li> <li>• 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.</li> <li>• Mosquito net covering the entire bed and long enough to reach the floor.</li> <li>• Appropriate curtains and upholstery should be of good quality, finish and well maintained.</li> </ul> <p>They should also be of excellent quality</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					materials and luxurious. <b>70</b>	
<b>11.8 Lighting</b>	Not essential	Not essential	Not essential	Not essential	Design of tent should allow adequate natural lighting.  One light fixture for each bed should be conveniently located.  Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. <b>40</b>	
<b>11.9 Guest Privacy</b>	Not essential	Not essential	Not essential	Not essential	Tents should be appropriately spaced to facilitate guest privacy and comfort. <b>30</b>	
<b>11.10 Information in Suites</b>	Not essential	Not essential	Not essential	Not essential	Literature covering services, internal telephone directory, menus, emergency and fire exist procedures, etc, should be provided. <ul style="list-style-type: none"> <li>Special notice regarding hotel lien and liabilities must be well displayed.</li> </ul> All information should be provided in Kiswahili, English, and	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					at least One other internationally recognizable language.  <b>20</b>	
<b>11.11 Communication Systems</b>	Not essential	Not essential	Not essential	Not essential	A bell, light signal or telephone extensions should be provided in every room for internal communication. In addition, the following should be provided:- <ul style="list-style-type: none"> <li>• Internal telephone connected to external network through the hotel switchboard, or direct dial,</li> <li>• Telephone tariffs.</li> <li>• Computer data points/hotspots</li> </ul> <b>50</b>	
<b>11.12 Supplies in Suites</b>	Not essential	Not essential	Not essential	Not essential	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied.  Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied.  In addition, all the	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					utensils, tools and accessories should be of very high quality. <b>70</b>	
<b>11.13 Change of Linen</b>	Not essential	Not essential	Not essential	Not essential	Linen should be changed daily and/or at the convenience of the guest. <b>40</b>	
<b>11.14 Tent Security</b>	Not essential	Not essential	Not essential	Not essential	Good quality and secure locks/locking system on each door providing maximum privacy should be installed. <b>20</b>	
<b>11.15 Bathroom Size</b>	Not essential	Not essential	Not essential	Not essential	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin. <b>90</b>	
<b>11.16 Bathroom Fittings and Equipment</b>	Not essential	Not essential	Not essential	Not essential	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. Should also have a shaver magnifying mirror and a shower cubicle All should be of very high quality. <b>80</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>11.17 Bathroom Supplies</b>	Not essential	Not essential	Not essential	Not essential	<p>There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided.</p> <p>Should also have a shaver magnifying mirror and a shower cubicle.</p> <p>Luxurious amenity kit and toiletries should be provided</p> <p><b>40</b></p>	
<b>11.18 Bathroom Floors, Walls and Ceilings</b>	Not essential	Not essential	Not essential	Not essential	<p>Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of luxurious interior design, excellent materials, workmanship and finish.</p> <p><b>50</b></p>	
<b>11.19 Towels and Bathrobes</b>	Not essential	Not essential	Not essential	Not essential	<p>A minimum of two sets of high quality towels comprised of bath, hand, face towels and bathrobes changed on a daily basis, should be provided.</p> <p><b>50</b></p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>11.20 Lighting and Ventilation</b>	Not essential	Not essential	Not essential	Not essential	<p>Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> <li>• Electrical lighting should be of sufficient wattage.</li> <li>• Adequate socket outlets, indicating voltage should be provided.</li> </ul> <p>Design and finish of fittings should reflect a much higher degree of luxury.</p> <p><b>60</b></p>	
<b>11.21 Shaver Outlets and Sockets</b>	Not essential	Not essential	Not essential	Not essential	<p>High quality sockets and shaver outlets, indicating voltage should be provided.</p> <p><b>30</b></p>	
<b>12.0 HYGIENE AND SANITATION</b>						
<b>12.1 Guest Cloakrooms</b>	<p>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.</p> <ul style="list-style-type: none"> <li>• Cloakrooms should be properly ventilated;</li> <li>• Gender privacy should</li> </ul>	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star.	Same as for three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>be assured and clearly indicated;</p> <ul style="list-style-type: none"> <li>• All doors should be fitted with appropriate locks;</li> <li>• All toilets should be clean and functional;</li> <li>• The following should be provided and maintained:- <ul style="list-style-type: none"> <li>- Soap dispenser with soap,</li> <li>- Disposable tissue, and/or electric hand drier</li> <li>- A hand wash basin</li> <li>- Running hot and cold water.</li> <li>- Toilet paper</li> <li>- Sanitary bin with liner and lid.</li> <li>- Coat hangers/hooks</li> </ul> </li> <li>• Facilities for the Disabled/handicapped ;</li> <li>• Individual urinals with running water and drainage should be available.</li> <li>• Toilets should follow the township buildings code</li> </ul> <p>The entrance to the cloakrooms from adjacent rooms should have air locks.</p>					
	<b>50</b>	<b>50</b>	<b>60</b>	<b>60</b>	<b>60</b>	
<b>12.2 Staff Changing/Wash Rooms</b>	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be	Same as for One Star	Where the staff reside on premises, changing rooms facilities should appropriately be limited.			

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>clean and well maintained at all times.</p> <ul style="list-style-type: none"> <li>• Should be provided with sufficient toilets, hand wash basin and mirrors.</li> <li>• Gender separation and privacy should be observed;</li> <li>• Facilities for the Disabled/handicapped should be provided.</li> </ul> <p>Amenities should be in keeping with standards of the establishment</p> <p><b>30</b></p>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>	
<b>12.3 Refuse Storage and Disposal</b>	<p>Facilities should meet the local health standards and environmental protection regulations.</p> <p><b>20</b></p>	Same as for One Star <b>20</b>	Same as for One Star <b>20</b>	Same as for One Star but with evidence for professional handling <b>25</b>	Same as for Four Star but with a higher display of professionalism <b>30</b>	
<b>12.4 Sewerage</b>	<p>Drainage 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, health and environmental protection regulations.</p> <p><b>30</b></p>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	
<b>12.5 Vermin Proofing</b>	<p>All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	properly protected against rats, snakes, insects and any other vermin <b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>	
<b>12.6 Water Supply</b>	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority <b>50</b>	Same as for One Star <b>50</b>	Same as for One Star <b>50</b>	Same as for One Star <b>50</b>	Same as for One Star <b>50</b>	
<b>12.7 Water Storage</b>	Should be adequate to last at least one (1) day, in case of supply breakdown. <b>20</b>	Same as for One Star. <b>20</b>	Should be adequate to last at least three (3) days. <b>30</b>	Should be adequate to last at least five (5) days. <b>40</b>	Should be adequate to last at least seven (7) days. <b>50</b>	
<b>13.0 SAFETY AND SECURITY</b>						
<b>13.1 Fire Protection</b>	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. <ul style="list-style-type: none"> <li>• Fire alarms should be installed;</li> <li>• All staff should be familiar with available</li> </ul>	Same as for One Star but fire detectors should be installed. <b>20</b>	Same as for Three Star but with smoke detectors and sprinklers installed. <b>30</b>	Same as for Three Star <b>30</b>	Same as for Three Star <b>30</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	fire fighting equipment and their use; <ul style="list-style-type: none"> <li>• Fire drill exercises should be carried out regularly;</li> <li>• Every establishment should have an in-house core fire fighting team;</li> <li>• Statutory fire safety notices should be prominently displayed in guest room and public areas;</li> <li>• The establishment must be insured against fire hazards.</li> </ul>					
	<b>20</b>	<b>30</b>	<b>40</b>	<b>40</b>	<b>40</b>	
<b>13.2 Electrical Safety</b>	All electrical installations should be well maintained, in accordance with applicable electrical safety laws.	Same as for One Star	Same as for One Star but with high quality materials, fittings and workmanship	Same as for Three Star	Same as for Three Star but with higher quality materials, fittings and workmanship	
	<b>10</b>	<b>10</b>	<b>15</b>	<b>15</b>	<b>20</b>	
<b>13.3 Security</b>	There should be adequate security arrangements including:- <ul style="list-style-type: none"> <li>• Functional alarm system</li> <li>• Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary;</li> </ul> Precaution Notices should be prominently displayed and legible at all times.	Same as for One Star	Same as for One Star, but with more elaborate rapid response arrangements	Same as for Three Star	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.	
	<b>10</b>	<b>10</b>	<b>15</b>	<b>15</b>	<b>20</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>13.4 Emergency Power</b>	There should be appropriate alternative sources of power in case of failure of main/usual supply. Power should be available for at least 12 hours.  <b>20</b>	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times.  <b>30</b>	Same as for Two Star, but power should be available for at least 18 hours.  <b>40</b>	Same as for Two Star but power should be available for at least 20 hours.  <b>50</b>	Power should be available for 24 hours.  <b>60</b>	
<b>13.5 Medical Emergency</b>	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in first aid techniques and a resident nurse, with proper arrangements for rapid evacuation.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic.  <b>30</b>	Same as for Three Star but with arrangements for a Doctor on call  <b>40</b>	Same as for Four Star.  <b>40</b>	
<b>14.0 SUNDRY SERVICES</b>						
<b>14.1 Luggage, Lost and Found Room</b>	There should be a room for storage of luggage. All lost and found property should be appropriately kept.  <b>10</b>	Same as for One Star.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	
<b>14.2 Shoe Shine</b>	Should be available.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star.  <b>10</b>	Same as for One Star.  <b>10</b>	Same as for Four Star  <b>10</b>	
<b>14.3 Room Service</b>	Should be available on request.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star but should be available for 18 hours. <b>20</b>	Same as for One Star but should be available for 20 hours. <b>30</b>	Same as for One Star but should be available for 24 hours. <b>40</b>	
<b>14.4 Laundry Service</b>	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes  <b>10</b>	Same as for One Star but dry cleaning to be arranged, if not available.  <b>20</b>	Same as for Two Star  <b>20</b>	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available.  <b>30</b>	Same as for Four Star  <b>30</b>	There should be a Par stock of at least Three pairs of sheets for each bed.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>15.0 HUMAN RESOURCE</b>						
<b>15.1 Human Resource Policy</b>	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	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>20</b>	
<b>15.2 Professional Qualifications of Management Staff</b>	General management of the establishment should be under professionally qualified person, certified by appropriate national authorities.	Same as for One Star	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.	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place.	Same as for Four Star but in addition should have a Human Resources Development Manager.	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
	<b>20</b>	<b>20</b>	<b>30</b>	<b>40</b>	<b>50</b>	
<b>15.3 Departmental Heads</b>	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, each department should be supervised by an appropriately qualified person.	Same as for One Star	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.	Same as for Three Star but with duty manager available at all times.	Same as for Four Star	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
	<b>30</b>	<b>30</b>	<b>40</b>	<b>50</b>	<b>50</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>15.4 Professional Qualifications of Operative Staff</b>	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.  <b>20</b>	Same as for One Star but the proportion of professionally certified staff should be at least 50%.  <b>35</b>	Same as for One Star but the proportion of professionally certified staff should be at least 70%.  <b>45</b>	Same as for One Star but the proportion of professionally certified staff should be at least 80%.  <b>50</b>	Same as for One Star but the proportion of professionally certified staff should be 90%.  <b>60</b>	Appropriate on-job training programmes should be formulated and maintained.
<b>15.5 Languages</b>	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one other of the widely recognized international languages  <b>30</b>	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one other of the recognized international language  <b>40</b>	Same as for Four Star.  <b>40</b>	
<b>15.6 Health</b>	Staff should be medically examined regularly, in line with statutory health regulations.  <b>10</b>	Same as for One Star.  <b>10</b>	Same as for One Star.  <b>10</b>	Same as for One Star.  <b>10</b>	Same as for One Star.  <b>10</b>	
<b>15.7 Staff Uniforms</b>	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star, but should be of good quality.  <b>30</b>	Same as for One Star, but of very good quality.  <b>40</b>	Same as for One Star but of superior good quality.  <b>50</b>	
<b>15.8 Personal Grooming</b>	All staff should be well groomed, clean in body and attire, at all times.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star.  <b>20</b>	Same as for One Star.  <b>20</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>15.9 Staff Accommodation</b>	Adequate accommodation with proper sanitary facilities should be provided to all staff. The facilities should be commensurate with the standards of the establishment. <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	
<b>15.10 Dining Facilities</b>	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided. <b>20</b>	Same as for One Star. <b>20</b>	Same as for One Star. <b>20</b>	Same as for One Star. <b>20</b>	Same as for One Star. <b>20</b>	
<b>15.11 Recreational Facilities</b>	Adequate recreational facilities should be provided. <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star <b>10</b>	Same as for One Star <b>10</b>	
<b>16.0 GENERAL</b>						
<b>16.1 'Courtesy of Choice'</b>	Smoking and non-smoking zones should be identified and clearly indicated. <b>20</b>	Same as for One Star <b>20</b>	Same as for One Star <b>20</b>	Same as for One Star <b>20</b>	Same as for One Star <b>20</b>	
<b>16.2 Parking Facilities</b>	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handi-capped should be provided. <b>15</b>	Same as for One Star <b>15</b>	Same as for One Star. <b>15</b>	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. <b>20</b>	Same as for Four Star. <b>20</b>	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>16.3 General Stores</b>	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star, but better organized, both in terms of goods segregation, layout and management  <b>30</b>	Same as for Three Stars  <b>30</b>	Same as for Three Stars  <b>30</b>	
<b>16.4 Service Station/ Garage</b>	Functional  <b>10</b>	Functional  <b>10</b>	Should be fully equipped <b>20</b>	Same as for Three star  <b>20</b>	Same as for Three star  <b>20</b>	
<b>16.5 Accommodation for Drivers</b>	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general standards of the establishment. The facilities should be commensurate with the standards of the establishment.  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star  <b>20</b>	Same as for One Star  <b>20</b>	
<b>16.6 Shopping Facilities</b>	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star.  <b>10</b>	
<b>16.7 Entertainment and Recreation</b>	Some form of entertainment should be provided.  <b>10</b>	Same as for One Star  <b>10</b>	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities.  <b>10</b>	Same as for Three Star  <b>10</b>	Same as for Three Star  <b>10</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>16.8 Outdoor Areas</b>	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. <b>15</b>	Same as for One Star <b>15</b>	Same as for One Star. <b>15</b>	Same as for Three Star but with very good landscaping with aesthetic appeal. <b>20</b>	Same as for Four Star <b>20</b>	
<b>16.9 Swimming Pool</b>	Where applicable, 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 provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards <b>20</b>	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. <b>20</b>	Same as for Two Star but should not be of less than seventy five (75) square metres. <b>40</b>	Same as for Three Star but with a pool of not be of less than one hundred (100) square metres and high standard of design and finish. The water temperature should be regulated <b>50</b>	Same as for Four Star. <b>50</b>	
<b>16.10 Insurance</b>	The establishment should be covered by public liability insurance and other statutory insurance policies. <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	Same as for One Star <b>30</b>	
<b>16.11 Health Club</b>	Optional, but where it exists, it should be well equipped with a suitably trained instructor. <b>15</b>	Same as for One Star <b>15</b>	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. <b>20</b>	Same as for Three Star <b>20</b>	Same as for Three Star but with a wider range of luxurious facilities <b>30</b>	

END