

THE INTERNATIONAL HOTEL FIVE STAR STANDARD & AWARDS



INTERNATIONAL
HOTEL
AWARDS

MANDATORY QUESTION OVERVIEW

OVERVIEW

This document details only the **mandatory** questions for the Five Star Standard. Some questions are only relevant to hotels of a certain size. These are indicated by the symbols below.

★L

Large hotel (over 50 rooms) only

★S&L

Small (50 rooms or under) and large hotel

In order to achieve the Five Star Standard and enter the International Hotel Awards, the entrant must be able to answer yes to all of the questions relevant to the size of their hotel. Subsequent success in the Awards will be dependent on an extended assessment document and additional information.

SAFETY & SECURITY

A

Are emergency evacuation guides displayed near the entrance to the rooms or suites? ★S&L

Is there emergency lighting? ★S&L

Are the exits to the stairs marked and lit or is the hotel single-storey? ★S&L

Is there a smoke alarm? ★S&L

Are there fire safety doors on each floor? ★S&L

Are staff trained in first aid on duty 24 hours a day? ★L

Does the hotel offer late check-out? ★L

Does the hotel offer business services? ★L

GENERAL SERVICES

C

Is there assistance or full access for wheelchairs from the street to the hotel entrance? ★L

Is there assistance or full access for wheelchairs throughout the hotel? ★L

Is the reception desk open 24 hours a day? ★S&L

Does the hotel offer concierge services? ★S&L

Does the hotel offer portage on request? ★S&L

Does the hotel offer storage for guest luggage? ★S&L

Does the hotel offer foreign exchange or an ATM / cash machine for guests? ★L

Does the hotel offer message taking services? ★S&L

Does the hotel offer free internet access in public areas? ★L

ROOMS & SUITES

D

Are 50% of the hotel's rooms 20m² or larger? (not including the bathroom) ★L

Do the rooms have controllable air conditioning/heating? ★S&L

Do the hotel rooms have multiple clothes drawers? ★S&L

Do the rooms have a room safe? ★S&L

Do the rooms have a laundry bag? ★L

Do all rooms meet the following bed sizes:

Single bed minimum 190cm x 90cm

Double bed minimum 198cm x 152cm ★S&L

Are there hygienic covers for all mattresses? ★S&L

Are there at least two pillows per guest? ★S&L

Are there hygienic covers for all pillows? ★S&L

Does the hotel offer a turndown service and evening room check? ★S&L

Does the room provide a wake up call service or an alarm clock in the rooms? ★S&L

Is there a single bedside table for single rooms and two bedside tables for twins/doubles? ★S&L

Is there a bedside phone? ★S&L



Is there a desk suitable for writing or working at? ★L

Does the hotel provide stationery including paper, envelopes, notepad and pen? ★S&L

Are there power sockets for guests to use? ★S&L

Does the hotel provide an in-room information folder? ★S&L

Does the hotel provide an in-room service menu? ★S&L

Is there a hairdryer available? ★S&L

Is there a sewing kit available? ★S&L

Is there an armchair provided? ★S&L

Does the hotel provide in-room complimentary drinks such as tea, coffee and water? ★S&L

Is bottled water provided to guests free of charge? ★S&L

Does the room have a small refrigerator or a minibar? ★S&L

Does the hotel provide a 24-hour room service for food? ★L

Does the hotel offer in-room internet access? ★S&L

BATHROOMS

F

Do all the bathrooms have a wash basin, vanity mirror and toilet? ★S&L

Do the bathrooms have multiple towels per guest? ★S&L

Do the bathrooms have a bath robe per guest? ★S&L

Does the room have slippers for guests? ★S&L

Do the bathrooms have a toothbrush tumbler, glass or holder? ★S&L

Do the bathrooms have a shaving socket for electric razors? ★S&L

Do the bathrooms have a waste bin? ★S&L

Do the bathrooms include toiletries? ★S&L

Do the bathrooms include a vanity set? ★S&L

Do the bathrooms have spare toilet paper? ★S&L

Does the hotel provide a laundry and ironing service? ★S&L

Does the hotel provide or organise dry cleaning? ★S&L

FOOD & BEVERAGE

G

Does the hotel have an à la carte restaurant? ★L

ENTERING THE STANDARD AND AWARDS

This document serves as an initial guide to tell you if your hotel is suitable for the International Five Star Standard and Hotel Awards. If your hotel is able to pass the mandatory questions for the Standard, it will be eligible to proceed further in the process.

You will be supplied with the full Assessment document. This asks a wide range of detailed questions regarding the services and facilities your hotel provides.

An Awards Advisor will speak to you regarding suitable categories for your hotel in the Awards. You will be able to choose which categories you wish to enter.

Once your registration is received and processed, an Advisor will be in touch regarding additional information we may need to judge your entry.

The information we request is dependent on the categories you have chosen to enter.

It may include images, copies of brochures or marketing collateral, or further details about specific aspects or speciality areas of your hotel.

In most cases, you will be able to supply all of this information digitally by uploading it to us across the internet. We will show you how to do this when we contact you.

The International Hotel Awards

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