

HOTEL CLASSIFICATION SYSTEM

Star Rating Self-assessment report

These criteria are for the assessment of Hotels in Mauritius for the Hotel Classification

The weightage uses a customer oriented approach taking into account the significance to the customer

HOW TO CALCULATE YOUR RATING

1. There are 27 sections each represented on a sheet.
2. Choose from the dropdown menu in the Score summary sheet (highlighted in yellow) which Star Rating category you wish to be rated against (2-5 Star)
2. Fill in the Self assessment column with the weightage specified in column D if you comply with the criteria set
3. The points allocated for each criterion should be either as specified in the weightage column or zero.
4. If you do not meet a specific criterion, do not put the weightage (put 0) for that specific criterion in the Self assessment column (Column I)
5. Once all sheets filled in, click on the Score Summary Sheet to view your total score and % score.
6. 80% of Expected score should be met per section
7. Achieving 80% or more in each section will be colour-coded in green, scores below 80% will be coloured in red.
8. The weightage is based on customer expectation (CE)

Note:

1. Ancillary services include: Spa, Health and Fitness centre, Boathouse, Conference room and kids club

2.1 Two star hotels should have at least one ancillary service.

2.2 Three star hotels should have at least three ancillary services.

2.3 Four and five star hotels should have all ancillary services

3. Exemptions:

3.1. Inlands hotels are exempted from boathouse and gardens sections

3.2 'Adult only' hotels are exempted from the 'Children friendly' Section

3.3 Communication and business facilities section is not mandatory for beach hotels. However, if available, it should be in compliance

SCORE SUMMARY

Item No.	Section	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Self Assessment Score	% Score
1	Appearance of Building	76	81	113	113	0	0
2	Gardens	22	28	48	57	0	0
3	Parking	11	14	18	25	0	0
4	Transfer Services	0	0	0	19	0	0
5	QHSSE	172	187	199	199	0	0
6	Reception and Lobby	90	119	175	194	0	0
7	Online Presence	27	36	36	36	0	0
8	Public Areas	31	45	55	66	0	0
9	Bedrooms	200	248	379	433	0	0
10	Bathroom	68	87	141	170	0	0
11	Elevators Lift	10	10	10	10	0	0
12	Restaurant	113	163	251	324	0	0
13	Pool Service	73	78	102	102	0	0
14	Bar service	40	48	63	68	0	0
15	Spa	0	76	129	139	0	0
16	Boathouse	100	100	100	107	0	0
17	Fitness centre	0	46	67	106	0	0
18	General services	31	34	64	64	0	0
19	Entertainment	0	10	27	27	0	0
20	Staff	25	32	44	44	0	0
21	Laundry Service	6	6	16	35	0	0
22	Housekeeping facilities	42	49	56	56	0	0
23	Check out efficiency	10	10	22	22	0	0
24	Communication and business	0	0	79	79	0	0
25	Mauritian Experience	59	68	68	68	0	0
26	Facilities for disabled persons	46	46	47	47	0	0
27	Children Friendly	0	91	91	91	0	0

Choose the Hotel Rating against which you want to be rated below

5 Star Hotel

Total achievable Scores	1252	1712	2400	2701	0	0
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No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
1. Architecture, building and decoration								
1.1.1	Entrance	Appealing	9	CE	CE			
1.1.2		Impressive	9			CE		
1.1.3		Grandiose or Signature Style	9				CE	
1.2	Signage available indicating the hotel location in good condition		5	CE	CE	CE	CE	
1.3	Hotel signage in good condition		5	CE	CE	CE	CE	
1.4	Security post with well trained security officers		3	CE	CE	CE	CE	
1.5	Stylish Design		9			CE	CE	
1.6	Local touch (based on elements of local heritage, local handicrafts, artifacts and decorative items)		9			CE	CE	
1.7	Grandiose Architecture		9			CE	CE	
1.8.1	Building	Well Maintained	9	CE	CE			
1.8.2		Excellent Quality	9			CE		
1.8.3		Outstanding Quality	9				CE	
1.9	No sign of weathering		5			CE	CE	
1.10.1	Hygiene and Cleanliness	Good	7	CE	CE			
1.10.2		High standard	7			CE		
1.10.3		Impeccable	7				CE	
1.11.1	Equipment and Machinery (air conditioning system, ventilation, lighting, etc)	Acceptable	7	CE				
1.11.2		Well maintained	7		CE			
1.11.3		Excellent condition	7			CE	CE	
1.12.1	Overall ambiance of the hotel	Appealing	7	CE	CE			
1.12.2		Impressive	7			CE		
1.12.3		Luxurious	7				CE	
1.13.1	Furnishing and Equipment Ergonomics	Acceptable	7	CE	CE			
1.13.2		Comfortable	7					
1.13.3		Stylish Highly Comfortable	7			CE	CE	
1.14.1	Furnishing and Equipment Quality	Acceptable	7	CE	CE			
1.14.2		Excellent	7			CE		
1.14.3		Outstanding	7				CE	
1.15	Highlight architecture through lighting/ landscaping		5		CE	CE	CE	
1.16	Appropriate lighting of exterior/surrounding of hotel		7	CE	CE	CE	CE	
1.17	The visual presentation should be harmonised in form, colour and material. All visible additions and annexes of similar standard		3	CE	CE	CE	CE	
Expected score				76	81	113	113	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
2. Landscaping and Gardens								
2.1.1	Garden Maintenance	Acceptable	3	CE	CE			
2.1.2		Well tended	5			CE		
2.1.3		Pristine (no withered leaves, twigs etc)	7				CE	
2.2.1	Formal gardens/'natural environment'	Appealing	3	CE	CE			
2.2.2		Impressive	5			CE	CE	
2.3	Garden area exceeding 300m2		5			CE	CE	
2.4	Garden with endemic species		3		CE	CE	CE	
2.5	Tidy, evenly and well-lit pathways, driveway and entrance		3	CE	CE	CE	CE	
2.6	No disorder or rubbish and no evidence of litter		3	CE	CE	CE	CE	
2.7.1	Outdoor furniture	Well finished garden furniture in all garden areas.	5	CE	CE	CE	CE	
2.7.2		Excellent quality outdoor weather resistant furniture	5			CE	CE	
2.7.3		Outstanding quality outdoor furniture	7				CE	
2.8	Stylish landscaping		5			CE	CE	
2.9	Safe pathways/driveways (documented risk assessment)		5	CE	CE	CE	CE	
2.10	Bin in yard/ Garden		3		CE	CE	CE	
2.11	Garden Sprinkler		1			CE	CE	
Expected score				22	28	48	57	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
3. Parking								
3.1	Well designated space with clear signage		3	CE	CE	CE	CE	
3.2	Tidy, well maintained and well lit		5	CE	CE	CE	CE	
3.3	Valet service available 24 hours where the guest can have their vehicle parked at check in/out by dedicated hotel staff.		7				CE	
3.4	1 parking space for car per 10 rooms, 1 parking space for bus per 15 rooms within the hotel compound		3	CE	CE			
3.5	At least 1 parking space per 5 rooms within the hotel compound		7			CE	CE	
3.6	Dedicated parking for taxis		3		CE	CE	CE	
Expected score				11	14	18	25	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
4. Transfer Services								
4.1	Professional transfers with polite, well groomed, and knowledgeable staff		5				CE	
4.2	Professional transfers in luxury cars with exceptionally polite, well groomed, and knowledgeable staff		9				CE	
4.3	Helicopter transfer		5				CE	
Expected score				0	0	0	19	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
5. Quality, Health, Safety, Security, and Environment								
5.1	Score summary available on demand		5	CE	CE	CE	CE	
5.2	All external pathways within the hotel compound must be well lit		5	CE	CE	CE	CE	
5.3	Closed security camera monitoring available 24/7, and recordings to be kept for at least 30 days		5	CE	CE	CE	CE	
5.4	Controlled access of Non-residents visiting the property		5	CE	CE	CE	CE	
5.5	Security services with in house trained and competent staff or outsourced to recognised security companies		5	CE	CE	CE	CE	
5.6	Screening of employees through valid certificate of morality is a pre-requisite for recruitment of staff.		5	CE	CE	CE	CE	
5.7	All theft cases are investigated and reported to the police		5	CE	CE	CE	CE	
5.8	Employees, excluding the top management and authorised staff, are not allowed to give out names of guests staying at the hotel		5	CE	CE	CE	CE	
5.9.1	Quality Management System	System in place based on main international standard criteria with proper records, internal audit reports and quality policy	5	CE	CE			
5.9.2		Internationally recognised (ISO 9001)	5			CE	CE	
5.10	Internationally recognised food safety management system in place(HACCP)		5	CE	CE	CE	CE	
5.11.1	Health, safety and security management	System in place based on main international standard criteria with proper records, internal audit reports and HSS Policy	5	CE	CE			
5.11.2		Internationally recognised health, safety and security management system in place (ISO 18001- OHSAS 18001)	5			CE	CE	
5.12.1	Environment management system	System in place based on main international standard criteria with proper records, internal audit reports and environment policy	5	CE	CE			
5.12.2		Internationally recognised environment management system in place (ISO 14001)	5			CE	CE	
5.13	Hotels to have an energy management system in place		3			CE	CE	
5.14	Training to be provided to staff on energy,water and waste management		3	CE	CE	CE	CE	
5.15	Use of atleast 2 eco friendly and locally manufactured products		3	CE	CE	CE	CE	
5.16	Evidence of effective and efficient waste management system in place		9	CE	CE	CE	CE	
5.17	Recycled water plant		9			CE	CE	
5.18	To inform guests of hotel initiatives in line with sustainable development		5	CE	CE	CE	CE	
5.19	Sensitization of guests on practices they can adopt to enhance sustainability		5	CE	CE	CE	CE	
5.20	Pest control system in place with documented log		5	CE	CE	CE	CE	
5.21	Committed to nature preservation evidence through use of eco friendly products		7	CE	CE	CE	CE	
5.22	Cyclone, Tsunami and Heavy rainfall procedures in place		5	CE	CE	CE	CE	
5.23	Bomb threat contingency plan		5	CE	CE	CE	CE	
5.24	Civil disorder contingency plan		5	CE	CE	CE	CE	
5.25	Complaint management system (A complaint management system includes structured complaint acceptance, evaluation, and response.)		5	CE	CE	CE	CE	
5.26	Systematic guest questioning (An active and systematic gathering and evaluation of guest opinions about the quality of the hotel's services, analysis of weaknesses, and proof of corrective measures implemented.)		5		CE	CE	CE	
Security								
5.27	Secured entrance gate		5	CE	CE	CE	CE	
5.28	Residual Current Device(RCD) fitted in all rooms of hotel		5	CE	CE	CE	CE	
5.28	At least 20% of lightbulbs in hotel to be rated class A (economic)		5		CE	CE	CE	
5.29	Fenced yard with appropriate security guards where not fenced e g Beach		5	CE	CE	CE	CE	
First Aid								
5.30	First aiders with valid certificates		5	CE	CE	CE	CE	
5.31	Fully stocked first aid kits at every place of operation/activity		5	CE	CE	CE	CE	
5.32	Doctor on call 24 hours		5	CE	CE	CE	CE	
5.33	(AED) Defibrillator in place		5		CE	CE	CE	
5.34	Recorded first aid/AED drills minimum twice a year		5	CE	CE	CE	CE	
Site Safety								
5.35	24/7 security guards on patrol		5	CE	CE	CE	CE	
5.36	Log of Non residents visiting the property		5	CE	CE	CE	CE	
5.37	First aid kit, fire extinguisher and emergency exits clearly indicated		5	CE	CE	CE	CE	
5.38	Emergency panic button linked to security for staff use in identified high risks		5	CE	CE	CE	CE	
Expected score				172	187	199	199	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
6. Reception and Lobby								
6.1	Spacious and Comfortable		7		CE	CE		
6.2	Luxurious		7				CE	
6.3	Washroom/restroom facility available		9	CE	CE	CE	CE	
6.4.1	Cleanliness of washroom/restroom	Good	9	CE	CE			
6.4.2		Outstanding	9			CE	CE	
6.5.1	Reception lounge capacity	accommodate for >15% of total hotel capacity	5	CE	CE	CE		
6.5.2		accommodate for >20% of total hotel capacity	5				CE	
6.6	Independent access to hotel reception		3	CE	CE	CE	CE	
6.7	Air conditioning/ Well ventilated(if open reception)		3	CE	CE	CE	CE	
6.8.1	Reception Service	Effective reception counter	5	CE	CE			
6.8.2		Effective reception desk	5			CE		
6.8.3		Effective & Personalised service/reception desk	5				CE	
6.9.1	Staff Attire	Well dressed, identifiable with name tag	3	CE	CE			
6.9.2		Very well groomed identifiable with name tag	5			CE		
6.9.3		Highly specific attire with great attention to detail	7				CE	
6.10.1	Staff knowledge & Efficiency	Knowledgeable and efficient	3	CE	CE			
6.10.2		outstanding level of efficiency and knowledge of services provided by the hotel	5			CE	CE	
6.11	Welcoming Staff		5	CE	CE	CE	CE	
6.12	Validate of details of booking upon check in		5			CE	CE	
6.13	Guests are accompanied to the room from the reception and brief about room amenities and hotel services		7			CE	CE	
6.14	Reception open 24 hours, accessible by phone 24 hours from inside and outside the hotel		7		CE	CE	CE	
6.15	Bilingual staff (French, English)		5	CE	CE			
6.16	Multilingual staff (French, English and at least one additional foreign language)		7			CE	CE	
6.17	Welcome cocktail on arrival		5		CE	CE	CE	
6.18	Face towels on arrival		7		CE	CE	CE	
6.19	Photocopier and Scanner accessibility		3		CE	CE	CE	
6.20	Facsimile at reception		3	CE	CE	CE	CE	
6.21	Direction sketch / location plan with hotel phone number, map of Mauritius readily available		3	CE	CE	CE	CE	
6.22	Personalised greeting for each guest		5			CE	CE	
6.23	24 hours concierge services		7				CE	
6.24	Doorman/ Porter		5			CE	CE	
6.25	Page boys		5				CE	
6.26	Free Wifi access to all guests in main public area of the hotel		9	CE	CE	CE	CE	
6.27	Free 24 hour room transfer luggage service		5			CE	CE	
6.28	Secure left-luggage service for arriving and departing guests		5	CE	CE	CE	CE	
6.29	Switchboard/pabx separate from desk		3			CE	CE	
6.30	Provision for computer with internet access		7			CE	CE	
6.31	Departure beverage/drink		3			CE	CE	
6.32	Credit Card Facilities (Master Card, Visa, American Express, Diners Card, Debit Card)		5	CE	CE	CE	CE	
6.33	Foreign Exchange service in conformity with Legislation		5			CE	CE	
6.34	Ability to provide additional keys and Electronic Keys		5	CE	CE	CE	CE	
6.35	Lobby Facilities for challenged guests		5			CE	CE	
6.36	Porter - In room message delivery, fax/email services, newspapers services		5				CE	
6.37.1	Set of brochures available in different languages(Either set of brochures or free access (24/7) to computer or tablet should be provided to view info.)	2 languages(English & French)	5	CE	CE			
6.37.2		3 languages(including English & French)	5			CE	CE	
6.39	Luggage weighing facility		5	CE	CE	CE	CE	

Expected score

90

119

175

194

0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
7. Online Presence								
7.1	Website fairly describes amenities, facilities, and services provided by the establishment		9	CE	CE	CE	CE	
7.2.1	Website	Available in 1 language	9	CE				
7.2.2		Available in 2 languages including english	9		CE	CE		
7.2.3		Available in 3 or more languages including english	9				CE	
7.3	Online reservation via electronic reservations systems possible including telephone, fax, email		9	CE	CE	CE	CE	
7.4	Confirmation of booking within 24 hours with possibility to make a pre-payment		9		CE	CE	CE	
Expected score				27	36	36	36	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
8. Public areas								
8.1	Harmonious atmosphere (light, scent, music, colour etc.) in the public area		5	CE	CE	CE	CE	
8.2	Air conditioning or good ventilation available in public guest areas		5	CE	CE	CE	CE	
8.3	Bar open 7 days per week up to 11pm. The bar must be separate from the restaurant and be more than a simple beverage service.		5		CE	CE	CE	
8.4	Comfortable seating arrangements accessible at all hours		5	CE	CE	CE	CE	
8.5.1	Furniture	Acceptable quality	3	CE				
8.5.2		High quality furniture with a variety of accessories	5		CE	CE		
8.5.3		Luxurious furniture of outstanding intrinsic quality, extra design elements and features.	7				CE	
8.6	Spacious restroom		5			CE	CE	
8.7	Nappy Changing facilities within restroom		5			CE	CE	
8.8.1	Cleanliness of restrooms	Acceptable	5	CE				
8.8.2		High Standard	5		CE	CE		
8.8.3		Impeccable, scented with proper lighting and spotless, adequately sized mirrors	7				CE	
8.9	Excellent restroom facilities		7				CE	
8.10	Proper Signage to guide guest through hotel		7		CE	CE	CE	
8.11	Appropriate lighting		5	CE	CE	CE	CE	
8.12	Fire Exits and assembly points to be clearly indicated.		3	S	S	S	S	
Expected score				31	45	55	66	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
9. Bedrooms								
9.1.1	Size of Rooms	Size of rooms (excl. bathroom and balcony) ≥ 10m ² for single room and 15 m ² for double room	9	M	M			
9.1.2		Size of rooms (excl. bathroom and balcony) ≥ 28m ²				M		
9.1.3		Size of rooms (excl. balcony, walk in wardrobe, separated bathroom/toilet) ≥ 40m ²	9				M	
9.2.1	Availability of balcony/terrace	> 2m ²	1	M	M			
9.2.2		>6m ²	1			M	M	
9.3	Junior suites of ≥ 60m ² consisting of at least two separated rooms one of which is furnished as a bedroom and one as a living area.)		9				M	
9.4	Suites of ≥ 70m ² , with bedroom, dining room, lounge, separated bathroom/toilet that includes shower and bathtub.		9				M	
9.5	Flagship accommodation: Presidential/Royal Suites of ≥ 175 m ² , with living room and patio and separate toilet for guests. Separate bathroom/toilet that include shower and bathtub.		9				M	
9.6.1	General cleanliness	Acceptable	9	CE				
9.6.2		Well maintained	9		CE	CE		
9.6.3		Outstanding	9				CE	
9.7.1	Odours and scents	Odourless	9	CE	CE			
9.7.2		Pleasant scent	9			CE	CE	
9.8	Fresh flowers in room		5				CE	
9.9	Welcome message on arrival		5		CE	CE	CE	
9.10	Gourmet basket of fresh fruit provided on arrival, comprised of at least 3 varieties of fruit, one of which must be tropical		7				CE	
9.11	Door viewer on guest room door		5			CE	CE	
9.12	Door double-lock system		7	CE	CE	CE	CE	
9.13	Sound-absorbing doors		7			CE	CE	
9.14	Appropriate noise controlling windows		5			CE	CE	
9.15	Emergency exit clearly displayed		3	S	S	S	S	
9.16	Evacuation procedures clearly displayed		5	S	S	S	S	
9.17.1	Single Bed sizes	Single Bed Dimension: W90*L 190	9	M				
9.17.2		Single Bed Dimension: W100*L190	9		M	M		
9.17.3		Single Bed Dimension: W140*L200	9				M	
9.18.1	Double Bed Sizes(at least 5% of double bed to be Twin)	Double Bed Dimension: W160* L190	9	M				
9.18.2		Double Bed Dimension: W180* L190	9		M			
9.18.3		Double Bed Dimension: W180*L200	9				M	
9.18.4		Double Bed Dimension: W200*L200	9					M
9.19	Modern and well-kept Orthopedic mattresses of minimum 20 cm thickness		9	CE	CE	CE	CE	
9.20	Mattress pad (thickness and smoothness adjuster)		5				CE	
9.21	Hygienic covers for mattresses ("Encasings"), a chemo thermal washable, pest-free, breathable bedcover made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.		5		CE	CE	CE	
9.22	Beddings and linen (clean and in good condition)		5	CE	CE	CE	CE	
9.23.1	Bedsheet	Cotton and polyester blend	5	CE	CE			
9.23.2		100% Cotton	5			CE	CE	
9.24	Modern and well-kept blanket		5	CE	CE	CE	CE	
9.25	Modern and well-kept throw		5			CE	CE	
9.26	Modern and well-kept pillow		5	CE	CE	CE	CE	
9.27	Hygienic covers for pillows ("Encasings")		5	CE	CE	CE	CE	
9.28	Two pillows per person		5	CE	CE	CE	CE	
9.29	Variety of pillows available (Minimum 3)		3			CE	CE	
9.3	Spare blanket available in the room/ on request		5		CE	CE	CE	
9.31	Crib available or extra bed available on request		5	CE	CE	CE	CE	
9.32	Washable bedside carpet in good condition. No threadbare carpet or fraying sections of carpet or rugs		5			CE	CE	
9.33	Ability to black out the room completely (e.g. via electric shutter or blackout curtain)		5		CE	CE	CE	
9.34	Linen shelves		5	CE				
9.35.1	Hangers	Hangers (Min 7)	5	CE	CE			
9.35.2		4 pants hangers,2 clip hangers,4 satin hangers	5			CE	CE	
9.36	Wardrobe		5		CE	CE	CE	
9.37	Walk in wardrobe		3				CE	
9.38	Lighting in wardrobe		5				CE	
9.39	Possibility to hang up a suit bag		3				CE	
9.40.1	Seating Options	1 seating option per bed, at least an armchair or sofa	5	CE				
9.40.2		2 seating option per double bed, at least an armchair or sofa	5		CE	CE		
9.40.3		2 comfortable seating-accommodation (upholstered chair or twin-couch) in double rooms and suites	5				CE	
9.41	Desk top with a free working space of min. 1 m ² with appropriate lighting		7		CE			
9.42	Desk top with a free working space of min. 2 m ² with appropriate lighting		7			CE		

9.43	Table desk with appropriate lighting		7					CE	
9.44	2 Power sockets in room with at least one next to the bed		5	CE					
9.45	3 Power sockets in room with at least two next to the bed		3		CE	CE	CE		
9.46	Additional power socket next to the table or desk with international plugging system/adaptor		7			CE	CE		
9.47.1	Room Lighting	Adequate lighting	7	CE	CE				
9.47.2		Excellent room lighting	7			CE			
9.47.3		Excellent lighting with adjustable light intensity	7					CE	
9.48	Switch at Entrance (2 way)		5	CE	CE	CE	CE		
9.49	2 way at bedside controlling room lights excluding bathroom		5	CE	CE	CE	CE		
9.50	Bedside Lamp (1 for single beds ; 2 for double beds)		5		CE	CE	CE		
9.51	Reading light next to the bed		5					CE	
9.52	One central light switch located by one of the bedside tables		5			CE	CE		
9.53	Supplementary lampshade in room		5			CE	CE		
9.54	Bedside table/tray		3	CE	CE	CE	CE		
9.55	2 Dressing mirrors, one of which should be a full length mirror		5	CE	CE	CE	CE		
9.56	Racks to put the luggage/suitcase		3			CE	CE		
9.57	Waste paper basket		3	CE	CE	CE	CE		
9.58	Rooms with individual adjustable air conditioning in good working condition		5	CE	CE	CE	CE		
9.59	Radio . Radio reception can also be organised via TV or a central telecommunication system of the hotel.		1		CE				
9.60	Docking station- WIFI/bluetooth audio system		3			CE	CE		
9.61	Configured, flat colour-TV minimum size 30 inch with remote control, and a TV programme		3		CE	CE	CE		
9.62	Satellite DVB-T27 or cable television in the room (with at least two international news channel, including one in English)		3			CE	CE		
9.63	Trouser press or pressing service available free of charge		3			CE	CE		
9.64	2 telephones in the room along with multilingual instructions		5			CE	CE		
9.65	Clock with alarm functionality and/or wake-up call device		3	CE	CE	CE	CE		
9.66	One telephone with speed dial, voicemail, and message waiting facilities		5			CE	CE	CE	
9.67	Wifi / Internet service in the room		9	CE	CE	CE	CE		
9.68	Multilingual service manual A-Z (The service manual A-Z has to be submitted to the application.)		3			CE	CE	CE	
9.69	Iron and ironing board on request		3			CE	CE		
9.70	Note pad, pen, pencils . 2 envelopes		1			CE	CE		
9.71	pencils with logo of hotel		1			CE	CE		
9.72	facsimile and A4 letterheads		1			CE	CE		
9.73	In room breakfast menu		5			CE	CE		
9.74	Privacy sign (may be electronic)		3			CE	CE		
9.75	Correspondence folder on request		1			CE	CE		
9.76	Umbrella available in room or on demand		3			CE	CE		
9.77	2 bottles of complimentary water per day (at least one?)		3			CE	CE		
9.78	Minibar		3	CE	CE	CE	CE		
9.79	Minibar Pricelist (if items are not free)		1			CE	CE		
9.80	2 cocktail stirrers, 2 high ball glasses, 2 wine glasses, 2 rock glasses, 1 high quality hinged corkscrew, 1 ice bucket and ice tongues,		5			CE	CE		
9.81	Snacks food items		5			CE	CE		
9.82	Sparkling water, soft drinks and beer		5			CE	CE		
9.83	Juices and premium beer		5			CE	CE		
9.84	Kettle for tea and coffee together with accessories in the room (2 cups and 2 teaspoons)		3	CE	CE	CE	CE		
9.85	Espresso Coffee machine		5					CE	
9.86	Electronic 4 digits safe with storage capacity for laptop		9	S	S	S	S		
9.87	Smoke detectors (at least one) with valid fitness certificate		9	S	S	S	S		
9.88	Extended breakfast (An extended breakfast includes at least one hot beverage (e.g. coffee or tea), a fruit juice, some fruits or fruit salad, a choice of bread and rolls with butter, jam, cold cuts and cheese.)		5			CE	CE		
9.89	Breakfast menu card via room service		5			CE	CE		
9.90	A la carte offerings in addition to standard breakfast		7			CE	CE		
9.91.1	In room food service (7/7)	Lunch service for at least 3 hours	3		CE	CE			
9.91.2		Dinner service for at least 4 hours	3		CE	CE			
9.91.3		Food available 24 hours via room service	9					CE	
9.92	Three-course menu with choice or "à la carte"		3			CE	CE		
9.93	Hotel restaurant wine list available with guidance from a trained wine waiter with expert knowledge		7					CE	
9.94	Mosquito repellent		7	CE	CE	CE	CE		
9.95	Electronic key card system for main door		9	S	S	S	S		
9.96	Door double-lock system for balcony door		1			CE	CE		
9.97	Balcony/terrace with minimum of 1 table and 2 chairs and adequate lighting		5			CE	CE		
9.98	Communicating rooms (5% of total no of rooms)	5% of total no of rooms	3	CE	CE	CE	CE		
9.99	Electronic equipment to be clean and in good condition		5	CE	CE	CE	CE		
9.100	Furniture and fittings to be in well maintain and in good condition		5	CE	CE	CE	CE		
9.101	Availability of fax machine, laptop/tablet and printer on request		3					CE	
9.102	Butler service		3					CE	
9.103	Guest Services directory, emergency numbers, and hotel information		5	CE	CE	CE	CE		

Expected score

200 248 379 433

0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
10. Bathroom								
10.1.1	Bathroom/sanitary facilities	≥ 3 m ²	9	M				
10.1.2		≥ 5 m ²	9		M			
10.1.3		≥ 12 m ²	9			M	M	
10.2	Bath Tub and Fixtures		9			CE	CE	
10.3	Separate toilet		7				CE	
10.4.1	Cleanliness of bathroom and toilet	Acceptable	9	CE				
10.4.2		Well maintained	9		CE	CE		
10.4.3		Outstanding	9				CE	
10.5	Odours and scents	Odourless	9	CE	CE			
		Pleasant scent	9			CE	CE	
10.6	≥ 1.2 m ² enclosed shower area with adjustable water temperature		9	M				
10.7	≥ 1.2 m ² screen of laminated glass enclosed shower with adjustable water temperature		9		M	M		
10.8	≥ 1.2 m ² screen of tempered glass enclosed shower with adjustable water temperature		9				M	
10.9	Slip resistant floor surface		9	CE	CE	CE	CE	
10.10	Wash room is constructed with a separation between the sanitary facilities and toilet		9				CE	
10.11.1	Washbasins	Single Washbasin with adjustable water temperature	9	CE	CE			
10.11.2		Twin washbasin with adjustable water temperature	9			CE	CE	
10.12	Counter of a minimum of 1.0 m ²		5		CE	CE	CE	
10.13	Appropriate lighting in bathroom		5	CE	CE	CE	CE	
10.14	Washable bathroom rug (1.5 m Length)		3	CE	CE	CE	CE	
10.15.1	Mirror space	1 mirror	7	M				
10.15.2		Minimum of 1 m ² of mirror space	7		M			
10.15.3		Minimum of 1.5 m ² of mirror space	7			M		
10.15.4		Minimum of 2 m ² of mirror space	7				M	
10.16	Power socket near the mirror		5		CE	CE	CE	
10.16.1	Vanity mirror	Vanity Mirror	3		CE	CE		
10.16.2		Lighted Vanity Mirror	5				CE	
10.17	Hair-dryer		5			CE	CE	
10.18	Stool in the bathroom		3				CE	
10.19	Bathroom scales		3			CE	CE	
10.20	1 waste bin with lid and sanitary bag		3	CE	CE	CE	CE	
10.21	Towel shelf		3	CE	CE	CE	CE	
10.22	Double-ply toilet paper in reserve		5	CE	CE	CE	CE	
10.23.1	Towels	2 bath towels	5	CE	CE	CE	CE	
10.23.2		2 hand towels	5		CE	CE	CE	
10.23.3		2 face towels	5			CE	CE	
10.24	Additional towels on request		1			CE	CE	
10.25	Bath mat		3	CE	CE	CE	CE	
10.26	1 pair of slippers		5			CE	CE	
10.27	1 bathrobe per person		5			CE	CE	
10.28.1	Bathroom cosmetics	Soap, bath soap or shower gel	5	CE				
10.28.2		shampoo and shower caps	3		CE	CE	CE	
10.28.3		Hair conditioner	3				CE	
10.28.4		Body lotion	3			CE	CE	
10.28.5		cotton buds	3			CE	CE	
10.28.6		cotton pads	3			CE	CE	
10.28.7		emery board	3			CE	CE	
10.28.8		toothbrush and toothpaste	1				CE	
10.28.9		facial tissue	3		CE	CE	CE	
10.29	Bathroom glasses		3			CE	CE	
10.30	Sewing kit		1				CE	
10.31	Shoehorn and shoe polish utensils		3			CE	CE	
10.32	Laundry Bag and laundry list	laundry list and 1 laundry bag	3			CE		
10.33		2 laundry bags and laundry list	3				CE	
10.34	Telephone in bathroom		3				CE	

Expected Score

68

87

141

170 0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
11. Elevators/Lift								
11.1	Elevator compulsory for G+2		9			M	M	
11.2	Elevator compulsory for G+3		9	M	M			
11.3	Elevator with valid fitness certificate (If more than two floors incl. ground floor)		5	M	M	M	M	
11.4	Clean and well maintained		5	CE	CE	CE	CE	
11.5	Emergency procedures displayed in the elevator		5	M	M	M	M	
11.6	18th Sch (Section 53) OSHA 2005 to be affixed in the elevator		5	M	M	M	M	
11.7	Records of maintenance to be kept for one year		5	CE	CE	CE	CE	
Expected Score				10	10	10	10	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
12. Dining area								
12.1	Seating capacity in the main restaurant equals or exceeds 40% of bed capacity		5	CE	CE	CE	CE	
12.2	Waiting and dedicated cigar lounge supplemented with fine selection of cigar available		7				CE	
12.3.1	Welcoming to dining area	Welcome staff to greet guests within 30 sec	5		CE	CE		
12.3.2		Welcome staff to greet guests within 10 sec/ 3 rings	5				CE	
12.4	Hot/cold towels to be presented to guests		5				CE	
12.5.1	Dedicated restaurant for breakfast service	Main restaurant only	5	CE	CE			
12.5.2		main restaurant and terrace	7			CE	CE	
12.6.1	Breakfast Service (buffet or à la carte)	Continental breakfast available	3	CE	CE	CE	CE	
12.6.2		Live cooking proposed to guest	5			CE	CE	
12.6.3		Minimum selection of fresh pastries and bread/cold & hot, including health breads and grain breads- 4 items	5	CE				
12.6.4		Minimum selection of fresh pastries and bread/cold & hot, including health breads and grain breads- 8 items	5		CE			
12.6.5		Minimum selection of fresh pastries and bread/cold & hot, including health breads and grain breads- 10 items	5			CE		
12.6.6		Minimum selection of fresh pastries and bread/cold & hot, including health breads and grain breads- 12 items	5				CE	
12.6.7		Selection of egg preparation	5		CE	CE	CE	
12.6.8		Minimum number of cooked dishes(sauteed /sausages/tomato, etc)- 3 items	5		CE			
12.6.9		Minimum number of cooked dishes(sauteed /sausages/tomato, etc)- 4 items	5			CE		
12.6.10		Minimum number of cooked dishes(sauteed /sausages/tomato, etc)- 5 items	5				CE	
12.6.11		Minimum selection of tidily presented jam, butter and/or honey-3 items	5	CE				
12.6.12		Minimum selection of tidily presented jam, butter and/or honey-4 items	5		CE			
12.6.13		Minimum selection of tidily presented jam, butter and/or honey-5 items	5			CE		
12.6.14		Minimum selection of tidily presented jam, butter and/or honey-6 items	5				CE	
12.6.15		Minimum selection of cereals, with grains and nuts-3 items	5	CE				
12.6.16		Minimum selection of cereals, with grains and nuts-4 items	5		CE			
12.6.17		Minimum selection of cereals, with grains and nuts-5 items	5			CE		
12.6.18		Minimum selection of cereals, with grains and nuts-6 items	5				CE	
12.6.19		Minimum selection of seeds and dry fruits-4 items	5			CE		
12.6.20		Minimum selection of seeds and dry fruits-6 items	5				CE	
12.6.21		Minimum selection of fresh fruits-3	5	CE				
12.6.22		Minimum selection of fresh fruits-4	5		CE			
12.6.23		Minimum selection of fresh fruits-5	5			CE		
12.6.24		Minimum selection of fresh fruits-6	5				CE	
12.6.25		Selection of fresh fruit slices	5		CE	CE	CE	
12.6.26		Minimum selection of fruit juices-2	5	CE				
12.6.27		Minimum selection of fruit juices-3	5		CE			
12.6.28		Minimum selection of fruit juices-4	5			CE		
12.6.29		Minimum selection of fruit juices-6	5				CE	
12.6.30		Instant pressed juice available	5			CE	CE	
12.6.31		Selection of cheese and yoghurt	5		CE	CE	CE	
12.6.32		Minimum selection of tea and coffee preparations-2	5	CE				
12.6.33		Minimum selection of tea and coffee preparations-4	5		CE			
12.6.34		Minimum selection of tea and coffee preparations-6	5			CE		
12.6.35		Minimum selection of tea and coffee preparations-8	5				CE	
12.6.36		Fresh hot milk to be provided in a jug and selection of full, skimmed and low fat milk	5			CE	CE	
12.7	Buffet Service	Award score if more than 13 varieties of food provided	5				CE	
12.8	accompany guests to table within 1 minute of being identified and ascertained reservation.		5			CE	CE	

12.9.1		Friendly and polite staff	3	CE				
12.9.2		knowledge of food and wine and able to give recommendations to guests	5		CE	CE		
12.9.3	Staff skills	Outstanding knowledge of food and wine and able to give recommendations to guests based on an understanding of guest preferences. Formally Dressed giving high attention to detail	7				CE	
12.10		Ambiance Music in the dining rooms.	3	CE	CE	CE	CE	
12.11		Soft Live music [e.g jazz harp,piano, sitar]	5			CE	CE	
12.12		Well written and self-explanatory menu/Beverage list (in at least 2 of the major languages of clients) to be presented to guest within 3 minutes	3	CE	CE	CE	CE	
12.13.1		Orders taken within 5minutes	3		CE	CE		
12.13.2		Orders taken within 3minutes	5				CE	
12.13.3	Beverages Service	Orders served within 5minutes for 8 persons for off the shelf products.	7				CE	
12.14		Reading glasses or magnifying glass and lighting devices to be offered to customers when presenting menu	5				CE	
12.15		Amuse bouche is offered to guests prior to a la carte dinner	5			CE	CE	
12.16.1		Guest order taken within 5minutes after providing and explaining the menu.	5		CE	CE		
12.16.2	Food service	Guest order taken within 3 minutes after providing and explaining the menu	7				CE	
12.17.1		First course within 20 minutes. Subsequent courses within 15minutes which may vary depending on complexity of dish	5	CE	CE	CE		
12.17.2	Food service	First course within 15 minutes. Subsequent courses within 15minutes which may vary depending on complexity of dish	7				CE	
12.18.1		Stainless Steel	3	CE				
12.18.2		Stainless Steel 16/10	3		CE			
12.18.3	Plates and cutlery to be of high standard	Stainless Steel 18/10	5			CE		
12.19		Silver plated cutlery	5				CE	
12.20		Silver cutlery or gold plated cutlery	3				CE	
12.21		Gueridon service	7				CE	
12.22		Silver service including Cloche service	7				CE	
12.23		Well designed tables and chairs to accommodate guests	5	CE	CE	CE	CE	
12.24		High class table dressing (Cotton/linen napkins)	7			CE	CE	
12.25		Excellent ventilation/ controlled room temperature	7			CE	CE	
12.26.1		"À la carte"-restaurant open 7 days per week Each restaurant with a different concept, choice of food, and in separate location.	5			CE		
12.26.2	À la carte restaurant (lunch & dinner)	"À la carte"-restaurant open 7 days per week Each restaurant with a different concept, choice of food, and in separate location, one of which one should be fine dining. In case of buffet dining, the minimum number of restaurants should be 3.	7				CE	
12.27		To provide facilities to keep handbags	3			CE	CE	
12.28		Dedicated Wine Cellar	7			CE	CE	
12.29.1		Sommelier available/ Wine Expert	5			CE		
12.29.2	Sommelier assistance	Sommelier must be accredited by Recognised body	7				CE	
12.30.1		2 white, 2 red, and 2 rosé	5		CE			
12.30.2	Selection of wine	6 white, 8 red, and 2 rosé	5			CE		
12.30.3		8 white, 10 red, and 3 rosé	5				CE	
12.31.1		2 rosé and 2 white	5			CE		
12.31.2	Selection of champagne	3 rosé and 3 white	5				CE	
12.32		Selection of local and international spirits	5		CE	CE	CE	
12.33		Digestive card proposed and trolley service for liquor	5				CE	
12.34		Experienced and reputed chef with atleast 5 years experience or with proven exceptional culinary skills.	5				CE	
12.35		Provision for dietary requirements	5			CE	CE	
12.36.1		Bills is brought within 5 minutes of being requested	5	CE	CE			
12.36.2	Bills	Bills is brought within 3 minutes of being requested	5			CE	CE	
12.37		Bills is well presented in a bill folder with a pen, both in good condition and possibility to charge to room account	5		CE	CE	CE	
12.38		International Bilingual, skilled and experienced or highly qualified food & beverage service staff	5			CE	CE	
12.39		Exit signs including direction arrows required to indicate emergency exit doors(excluding opending areas)	9	S	S	S	S	
12.40		Pest control procedure in place including system to control stray/domestic animals, presence of insects, and birds	9	S	S	S	S	
12.41		Casual Smart attire is the minimum dress code for dinner	5				CE	
12.42		Evidence of appropriate monitoring of personnel hygiene, cleanliness, professional clothing, and unhygienic habits during operations	7	CE	CE	CE	CE	
12.43		Designed to prevent cross contamination during food service	9	S	S	S	S	
12.44		Availability of toilet facilities with refinements within 60metres of the dining area (1 toilet per 30 women and 1 toilet per 60 men)	9	S	S	S	S	

Expected Score

113 163 251 324

0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
13. Pool Service								
13.1	Provision for towels		5	CE	CE	CE	CE	
13.2	Provision for drinks		5		CE	CE	CE	
13.3	Provision for hot and cold meals		5			CE	CE	
13.4	Use of only non glass containers (BPA free) in the pool and vicinity		5	CE	CE	CE	CE	
13.5	Swimming pool areas exceptionally well landscaped with numerous added guest comforts available (such as pool loungers, pool umbrellas, poolside tables and seatings)		5			CE	CE	
Pool safety								
13.6	Depth markings(>10cm2) and frequency every 3m		5	CE	CE	CE	CE	
13.7.1	Lifeguard	If no life guard on duty, this should be clearly indicated	3	CE	CE	CE	CE	
13.7.2		Lifeguard or supervision at all times during pool open hours	9			CE	CE	
13.8	Bridges/rocks/decorative features to be labelled with no diving/jumping' signs		5	CE	CE	CE	CE	
13.9	Non slip, no broken or cracked tiles around or inside the pool		5	CE	CE	CE	CE	
13.10	rescue equipment in place including reach pole, bouyancy aids, telephone		5	CE	CE	CE	CE	
13.11	Clear water and grouting		5	CE	CE	CE	CE	
13.12	ph and Chlorine level checked and recorded twice daily		5	CE	CE	CE	CE	
13.13	no suction/entrapment hazards (expert written confirmation required)		5	CE	CE	CE	CE	
13.14	No loose fixtures and fittings around the pool		5	CE	CE	CE	CE	
13.15	Emergency action documented procedure (including faecal or vomit)		5	CE	CE	CE	CE	
13.16	Documented pool maintenance records		5	CE	CE	CE	CE	
13.17	safety signage in place detailing minimum age, height and depth		5	CE	CE	CE	CE	
13.18	Swimming pool must be temperate		5			CE	CE	
13.19	Pool multi board stating opening times, emergency info and rules in at least 2 different languages with clear indication when there is no life guard on duty		5	CE	CE	CE	CE	
Expected Score				73	78	102	102	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
14. Bar Service								
14.1	At least one bar with full fledged service		5	CE	CE	CE	CE	
14.2	Exclusive selection of international drinks as well as cocktails made with finest local/mauritian beverages on the bar list		5				CE	
14.3	A minimum of amenities(variety of milk and sugar) provided with coffee/tea		5	CE	CE	CE	CE	
14.4	Complimentary snack and nuts provided with the drink		5			CE	CE	
14.5	A selection of canapés, cookies or pickles offered during the aperitif		7			CE	CE	
14.6	Snack menu available		5		CE	CE	CE	
14.7	Afternoon tea available		3		CE	CE	CE	
14.8	Designated smoking area in the vicinity of the bar		5	CE	CE	CE	CE	
14.9	Proper Cooling equipment for beverages		5	CE	CE	CE	CE	
14.10	Relaxing atmosphere and ambiance		5	CE	CE	CE	CE	
14.11	Comfortable bar lounge		5	CE	CE	CE	CE	
14.12	Easily accessible toilet		7	CE	CE	CE	CE	
14.13	Variety of glassware		3	CE	CE	CE	CE	
14.14	Stylish glassware		3			CE	CE	
Expected Score				40	48	63	68	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
15. Spa and Beauty Parlour								
15.1	Up-to-date magazines		3		CE	CE	CE	
15.2	Separate changing rooms for male and female with toilets and shower rooms and lockers available		7		CE	CE	CE	
15.3	Massages (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology) and signature massage. (The massage cabins have a minimum size of 10m ²)		5		CE	CE	CE	
15.4	Jacuzzi		5			CE	CE	
15.5	Sauna and/or hammam (with a minimum size of 6 seats)		5			CE	CE	
15.6	Beauty Parlour if there at least 4 different beauty treatments on offer (e.g. facial, manicure, pedicure, peeling, stress relaxation massage) (The cabins have a minimum size of 10 m ²)		5				CE	
15.7	Hairdressing (atleast 1 complete set of hairdressing facilities)		5		CE	CE	CE	
15.8	Manicure and pedicure facilities		5			CE	CE	
15.9	Treatment area and relaxing room with relaxing music		3			CE	CE	
15.10	Soothing light effects and scented atmosphere		3		CE	CE	CE	
15.11	fresh flower bouquet		3		CE	CE	CE	
15.12	Spa Brochure/Menu		3		CE	CE	CE	
15.13	Medical Sheet with Disclaimer		5		CE	CE	CE	
15.14	Hot and cold towels		3		CE	CE	CE	
15.15	Herbal tea and water		3		CE	CE	CE	
15.16	Availability of footwear		3			CE	CE	
15.17	Availability of bathrobes		3			CE	CE	
15.18	Disposable panties		3			CE	CE	
15.19	Disposable Shower cap		3			CE	CE	
15.20	Weight Scale		3			CE	CE	
15.21	Sanitary bin		3			CE	CE	
15.22	Clock		3		CE	CE	CE	
15.23	Mirrors		3		CE	CE	CE	
15.24	Basket bins		3		CE	CE	CE	
15.25	Shower equipped with shampoo, conditioner, shower gel, body lotion, grooming station		5		CE	CE	CE	
15.26.1	Lounge chair	Comfortable	5		CE			
15.26.2		Adjustable and comfortable	7			CE	CE	
15.27	At least 2 cabins		5		CE	CE	CE	
15.28	Massage beds and adjustable facial table of standard size		7		CE	CE	CE	
15.29	Facial equipment- Steamer- Magnifying glass		5			CE	CE	
15.30	Sanitizing Hand Gel		3			CE	CE	
15.31	At least 1 hot and cold experience		5				CE	
15.32	Use of branded products		7			CE	CE	
15.33	Sterilizer available for the equipment used in the spa		5		CE	CE	CE	

Expected Score

0 76 129 139 0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
16. Beach & Boathouse								
16.1	Availability of buoyed swimming zone		7	CE	CE	CE	CE	
16.2	Flag warning system in place with clear signage		7	CE	CE	CE	CE	
16.3	Adequate beach space/swimming zone to satisfy island experience		7	CE	CE	CE	CE	
16.4	Signage advising no lifeguard on duty		5	CE	CE	CE	CE	
16.5	Beach and lagoon Site map with delimitations detailing precautionary measures		5	CE	CE	CE	CE	
16.6	Beach clean and free from rubbish and debris to be cleaned at least once per day		7	CE	CE	CE	CE	
16.7	Towels		5	CE	CE	CE	CE	
16.8	Refreshments		5	CE	CE	CE	CE	
16.9	Availability of nautical sports equipment		7	CE	CE	CE	CE	
16.10	Boathouse and nautical sports centre under professional management and appropriate instructor for each activity		7	CE	CE	CE	CE	
16.11	facemask and flippers available		5	CE	CE	CE	CE	
16.12	Designated area for snorkelling		7	CE	CE	CE	CE	
16.13	Professional guided trips		5	CE	CE	CE	CE	
16.14	log for maintenance of all equipment		7	S	S	S	S	
16.15	Jetty		3	CE	CE	CE	CE	
16.16	Boat trips		5	CE	CE	CE	CE	
16.17	Disclaimer form		5	CE	CE	CE	CE	
16.18.1	First Aid Kit	Normal	1	S	S	S	S	
16.18.2		Specialised Kit for marine excursions	7				CE	
Expected Score				100	100	100	107	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
17. Fitness Centre								
17.1	Reception with staff to guide customers		3			CE	CE	
17.2	Gym flooring of international standard		3		CE	CE	CE	
17.3	Well ventilated gym with appropriate equipment		1		CE	CE	CE	
17.4	Sanitiser is provided to clean gym equipment before use		1		CE	CE	CE	
17.5	Towels available in gym		1		CE	CE	CE	
17.6	Refreshments and/or water dispenser with disposable glasses available in gym		1		CE	CE	CE	
17.7	Gym to accommodate 15% of room capacity		3				CE	
17.8	Gym room with outside view		3				CE	
17.9	Gym room equipped with full length mirror		1		CE	CE	CE	
17.10	Heavy duty corner, properly floored and with all needed accessories (free weights, benches)		3				CE	
17.11	Wifi hotspot and coverage		7				CE	
17.12	Comfortable working out temperature regularly controlled by staff		1		CE	CE	CE	
17.13	Air conditioning		1		CE	CE	CE	
17.14	Air freshener		1		CE	CE	CE	
17.15	Proper lighting		1		CE	CE	CE	
17.16	Proper audiovisual system, including TVs, speakers, sound system and cable TV		1			CE	CE	
17.17	Aerobic/dancing room with dancing flooring (wood planks) and accessories (steps, free weights, etc)		3				CE	
17.18	Aerobic room to be mirrored on 2 sides, well lit, air conditioned with air freshener		3			CE	CE	
17.19	Changing rooms with toilets, showers, soap, shampoo, lockers and towels		5			CE	CE	
17.20	Juice /health bar with bartender during gym opening hours		3				CE	
17.21	Relax Room/lounge annexed to the gym		3				CE	
17.22	Emergency phone		3		CE	CE	CE	
17.23	AED Maintained Defibrillator available		3			CE	CE	
17.24	Experienced trainer to guide customers on machine use and exercise programme		3		CE	CE	CE	
17.25	Personal trainer on demand		3			CE	CE	
17.26	Cleaner for machines after use		3		CE	CE	CE	
17.27	Medical attendance - nurse with at least 5 years experience		3			CE	CE	
17.28	Doctor on call		3		CE	CE	CE	
17.29	cardio machines (treadmill, spinning machine, cross trainer) - at least 25% of the gym's total capacity		3				CE	
17.30	Heavy duty cardio and body building machines from duly certified manufacturer		3				CE	
17.31	Complete free weight set including flat and inclined benches		3		CE	CE	CE	
17.32	Accessories such mats, kettle bells, fitness balls		1		CE	CE	CE	
17.33	Calisthenic stands and bars		1		CE	CE	CE	
17.34	Cardio machines with multimedia docks available (individual screens and headphones)		3				CE	
17.35	Machines to be in 100 % working conditions at all times		5				CE	
17.36	Maintenace to be carried out as per manufacturer's requirements by a qualified gym technical		3		CE	CE	CE	
17.37	Log books of equipment maintenance to be kept		1		CE	CE	CE	
17.38	Notice on code of conduct and obligations to be conspicuously displayed		1		CE	CE	CE	
17.39	Under 16 not allowed in the gym		1		CE	CE	CE	
17.40	Alcoholic drinks and smoking not allowed in the gym or gym lounge		1		CE	CE	CE	
17.41	Access to gym strictly through reception for records and safety purposes		1		CE	CE	CE	
17.42	Gym opening hours should be within 6h00 to 22h30		1		CE	CE	CE	
17.43	Guests should give prior notice of any health conditions (Disclaimer)		5		CE	CE	CE	
17.44	First aid kit, fire extinguisher and emergency exits as appropriate		3		S	S	S	
Expected Score				0	46	67	106	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
18. General Services								
18.1	Daily newspapers/ up to date magazines		3			CE	CE	
18.2	Secretary service (separate office and available staff)		5			CE	CE	
18.3	Host / animation programme including local music and dance twice per week		7	CE	CE	CE	CE	
18.4	Availability of club car (if walking distance to room is greater than 100m)		7			CE	CE	
18.5	Accessible golf course		5			CE	CE	
18.6	Publicly available telephone for guests		3		CE	CE	CE	
18.7	Professional support for in-house IT		7			CE	CE	
18.8	Mystery guesting (To accept the mystery guesting they have to fulfil the required aspects at least twice per year)		5	CE	CE	CE	CE	
18.9	Guest comment cards/ Guest book		7	CE	CE	CE	CE	
18.10	Power Generator		9	S	S	S	S	
18.11	Indoor games available with Rules and Regulations to be clearly & conspicuously displayed.		3	CE	CE	CE	CE	
18.12	Library		3			CE	CE	
Expected Score				31	34	64	64	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
19. Entertainment								
19.1	Designated area for live shows		5		CE	CE	CE	
19.2	Show with a live band consisting of at least 5 musicians. (No playback music)		7			CE	CE	
19.3	Daily programme of entertainment available for guests		5			CE	CE	
19.4	Artist to be properly and decently dressed in line with the philosophy of the hotel		5		CE	CE	CE	
19.5	Provision for a perfectly tuned grand piano. Tuning to be done at least once a month		5			CE	CE	
Expected Score				0	10	27	27	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
20. Staff								
20.1	At least 50% of the staff must be qualified, those without qualification in the specific field they are working must have at least 3 years experience in the said field.		7			CE	CE	
20.2.1	Number of employees	>1.25 employees per room	7		CE			
20.2.2		>1.8 employees per room	7			CE		
20.2.3		>2.5 employees per room	7				CE	
20.3	In house qualified first aid service/first aiders available 24 hours		5	CE	CE	CE	CE	
20.4	24 hour medical practitioner on call		5	CE	CE	CE	CE	
20.5	All staff should well groomed and clearly identifiable with name tags		5	CE	CE	CE	CE	
20.6	Qualified, Impecably groomed front of house staff wearing a name tag		5			CE	CE	
20.7	In house regular training of staff		5	CE	CE	CE	CE	
20.8	Induction program & team building for staff		5	CE	CE	CE	CE	
Expected Score				25	32	44	44	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score	
21. Laundry Service									
21.1.1	Chemical cleaning/dry-cleaning	(delivery before 9.00am, return within 24 hours)	3	CE	CE				
21.1.2		(delivery before 9.00am, return within 12 hours)	3			CE	CE		
21.2	Ironing service (return within 1 hour)		5				CE		
21.3	Ironing service (delivery before 9 am, return within 12 hour)		3	CE	CE	CE	CE		
21.4	Shoe Cleaning Facility		5			CE	CE		
21.5	Express Laundry service available (delivery within 6 hours)		7				CE		
21.6	Personalised treatment of laundry items as specified by guests		7				CE		
21.7	Sewing Service / seamstress		5			CE	CE		
Expected Score					6	6	16	35	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
22. Housekeeping Facilities								
22.1	Daily room cleaning and additional room cleaning by request available 24 hours		5	CE	CE	CE	CE	
22.2	Daily change of towels and additional towels provided on demand		5	CE	CE	CE	CE	
22.3	Change of bed linen every two days or on departure, whichever comes first		7		CE	CE	CE	
22.4	Change of bed linen on demand		5	CE	CE	CE	CE	
22.5	Turndown service in the evening and an additional room check (Also called second service. Change of the towels, removal of the coverlet, exhaustion of the waste paper basket etc.)		7			CE	CE	
22.6	Checklist including all items found in bedroom and bathroom		9	CE	CE	CE	CE	
22.7	All items in checklist to be in good condition and clean (checked daily)		9	CE	CE	CE	CE	
22.8	Logsheet to be kept for daily housekeeping of bedrooms and bathrooms		9	CE	CE	CE	CE	
Expected Score				42	49	56	56	0

Checklist may comprise of but not limited to the following items								
	Bed and bedding							
	Ceiling							
	Furniture							
	Wardrobe							
	Iron and Iron board							
	Sofa							
	Safe							
	Luggage rack							
	Mini bar							
	Doors							
	Black out equipment							
	Curtains							
	Floor							
	Lamp and lightings							
	Heating, ventilation and air conditioning							
	Mirrors							
	Telephone							
	Alarm Clock							
	Television							
	Remote Controls							
	Walls and windows							
	Wastebasket							
	Hair Dryer							
	Bath tub and fixtures							
	Bath linen or towel shelf							
	shower and Fixtures							
	shower curtain or shower door							
	Ceiling and false ceiling							
	Floor							
	Lighting and light fixtures							
	Mirrors							
	Vanity and vanity counter							
	Vanity fixtures							
	toilet							
	Vents and exhaust fans							
	Walls							
	Disposable bins							
	Scale							

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
23. Check out efficiency								
23.1	Accept credit cards		5	CE	CE	CE	CE	
23.2	Accept debit cards (e.g. electronic cash or debit advice procedure)		5	CE	CE	CE	CE	
23.3	Departing/departed guests are invited to write a review on a portal or on the homepage		7			CE	CE	
23.4	Express Checkout		5			CE	CE	
Expected Score				10	10	22	22	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
24. Communications and Business Facilities								
24.1	Conference room(s) minimum 100 m ² , ceiling height of at least 2.75 metres		7			CE	CE	
24.2	Conference office / typing pool		3			CE	CE	
24.3	Group work rooms		7			CE	CE	
24.4	Telephone		3			CE	CE	
24.5	Internet access (e.g. Wifi, WLAN)		9			CE	CE	
24.6	Data projector		5			CE	CE	
24.7	Workshop material		5			CE	CE	
24.8	3 pin boards per conference room		5			CE	CE	
24.9	1 flip chart per conference room		3			CE	CE	
24.10	Projection screen (appropriate to the ceiling height and room size, at least 1.50 x 1.50 m)		5			CE	CE	
24.11	Speaker's desk		3			CE	CE	
24.12	At least 8 power sockets, extension cable, and power distribution		5			CE	CE	
24.13	Daylight in the conference room with the ability to darken the room		5			CE	CE	
24.14	Appropriate lighting with artificial light (Installed luminaries with at least 300 lux. From 100 m ² upwards the lighting must be dimmable or segmentally shiftable.)		7			CE	CE	
24.15	Individual adjustable air conditioning in the conference rooms		7			CE	CE	
Expected Score				0	0	79	79	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
Business Centre for 2 Star Inland Hotel with less than 50 rooms								
1	Appropriate office size (12m ²)		9	M				
2	Photocopying facilities		9	M				
	Fax machine							
	Scanning machine							
	Telephone							
	Computer with office software such as spreadsheet and word processing							
	Internet Access (WIFI)							
3	Equipped with seating capacity for at least 4 persons		9	M				
4	At least 4 power sockets with international plugging, extension cable and power distribution		9	M				
5	Daylight in the conference room with the ability to darken room		9	CE				
6	Appropriate lighting with artificial light		9	M				
7	Air conditioned room		9	CE				
8	Adjoining Lounge (size 10m ²)		5	CE				
9	Conference table for 10 persons		5	CE				
10	Projector		3	CE				
11	Flipchart		2	CE				
Expected Score				78	0	0	0	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
25. Local Experience								
25.1	Information materials/guides on Mauritius including service providers contact details made available in each room		9	CE	CE	CE	CE	
25.2	Option to view video highlighting Mauritius and activities available on the hotel TV/ tablet provided by hotel		9	CE	CE	CE	CE	
25.3	Entertainment reflecting cultural diversity/festivals		9	CE	CE	CE	CE	
25.4.1	Minifair for local crafts	Monthly	5	CE				
25.4.2		Fortnightly	5		CE			
25.4.3		Weekly	5			CE	CE	
25.5	At least 20% of local products/ handicrafts in the hotel boutique		9	S	S	S	S	
25.6	Use of local products for the hotel décor		9	CE	CE	CE	CE	
25.7	At least 20% of music played on hotel premises to be local		9		CE	CE	CE	
25.8	Mauritian cuisine using traditional and local ingredients in the gastronomy		9	CE	CE	CE	CE	
Expected Score				59	68	68	68	0

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
26. Facilities for disabled persons								
26.1	Barrier-free - Category D (persons who are suffering under numbness or rare visually handicapped.)	No barrier for guests who are hearing impaired or deaf	5	CE	CE	CE	CE	
26.2	Complete barrier-free - Category E (Matching Category B (Persons with walking disabilities and who permanently need a wheel-chair.), & Category C (Blind or visually handicapped persons.), & Category D (Persons who are suffering under numbness of rare visually handicapped.))	No barrier for guests with physical or sensorial impairments	5	CE	CE	CE	CE	
26.3	Facilities for disabled persons to be clearly indicated on website, guides, brochures etc..)		3	CE	CE	CE	CE	
26.4	Staff to handle challenged guests with special attention throughout their stay		3	CE	CE	CE	CE	
26.5	Training on how to attend to challenged guests provided to Staff		5	CE	CE	CE	CE	
26.6	Vibrating or lighted alarm clock		1			CE	CE	
26.7	A minimum of (1:51) designated mobility accessible bedroom shall be required in the establishment		5	CE	CE	CE	CE	
26.8	Disabled room (1:51) accessible via ramp for wheelchair		5	CE	CE	CE	CE	
26.9	Disabled room (1:51), bathroom/toilet easily accessible by wheelchair		5	CE	CE	CE	CE	
26.10	Disabled room (1:51), grab bar in toilet		5	CE	CE	CE	CE	
26.11	Disabled room (1:51), grab bar in shower		5	CE	CE	CE	CE	
Expected Score				46	46	47	47	0

New ratio for disabled rooms at hotels	
Total no. of rooms	No. of disabled room
50 rooms and below	Optional
51-100 rooms	Mandatory 1 disabled room
101-200 rooms	Mandatory 2 disabled rooms
201 and above	Minimum 3 disabled rooms

No.	Criteria	Description	Weight	2 Star Hotel	3 Star Hotel	4 Star Hotel	5 Star Hotel	Score
27. Children Friendly								
27.1	Children's corner/kid's club		7		CE	CE	CE	
27.2	Babysitting facilities		7		CE	CE	CE	
27.3	In-house child care (for children younger than three years) for at least 3 hours on weekdays by knowledgeable staff		7		CE	CE	CE	
27.4	In-house child care (for children older than three years) for at least 3 hours on weekdays by knowledgeable staff		7		CE	CE	CE	
27.5	Availability of high chair, food heating facilities, nappy changing facilities		7		CE	CE	CE	
Child Safety								
27.6	Kids club supervised by qualified staff		9		CE	CE	CE	
27.7	Kids club area clean and free from hazards		5		CE	CE	CE	
27.8	All glass doors have warning decals at child height (approximately 0.80 cm)		5		CE	CE	CE	
27.9	Outdoor play areas free from hazards (thorns/spikes/poisonous plants)		5		CE	CE	CE	
27.10	Play equipment indoor and outdoor is well maintained with a log		7		CE	CE	CE	
27.11	comprehensive registration form in place and signed by parents/guardians		5		CE	CE	CE	
Children Pool								
27.12	Separate from main pool		5		CE	CE	CE	
27.13	Pool within 3 metres of main pool separated by a barrier of 80 cm in height		5		CE	CE	CE	
27.14	Pool free from suction and entrapment hazards		5		CE	CE	CE	
27.15	Depth of pool is below 60 cm		5		CE	CE	CE	
Expected Score				0	91	91	91	0