

# 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).
9. Criteria categorised as (S) are statutory and should be complied with.
10. Criteria categorised as (M) are mandatory and should be complied with.

#### 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
- 2.4 Criteria 5.9.2 (ISO 9001) will be mandatory for 4 and 5 star hotels as from 01 January 2017.
- 2.5 Criteria 9.1.1, 9.1.2 and 9.1.3 (size of rooms) are mandatory for all new hotels.

#### 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