



Standard Operating Procedures (SOP) for assessment and certification of 1 Star and 2 Star Hotels

Background

Subsequent to the Lhengye Zhungtshog order vide letter no. C-3/141/2023/1612 dated April 24, 2023, hotels below 3 star rating are allowed to provide services to tourists, subject to fulfillment of the minimum standards set by the Department of Tourism under the Ministry of Industry, Commerce and Employment. Accordingly, non-star hotels meeting the criteria for Blue Poppy 1 and Blue Poppy 2 based on the assessment conducted by the Department of Tourism have been awarded One-Star and Two-Star rating, respectively.

Non-star hotels yet to be assessed by the Department are required to apply to respective dzongkhags for assessment and meet the minimum standards if they are interested to provide services to tourists.

Title

1. This document will be called the Standard Operating Procedures (SOP) for Assessment and Certification of One-Star and Two-Star Hotels.

Objective

2. This SOP has been prepared with the objective to guide:
 - a) Hoteliers through the application procedures and requirements for one-star and two-star assessment and certification
 - b) Dzongkhags to ensure effective, efficient and timely conduct of assessment

Application Process

3. The application for assessment and certification of one-star and two-star hotels as well as for up-gradation from one-star to two-star should be addressed to Dasho Dzongda of the concerned Dzongkhag. The application should be accompanied by following documents:
 - a) Copy of the valid trade license
 - b) Copy of the occupancy certificate
 - c) Duly completed self-evaluation form (Attached as Annexure I)
 - d) Pictorial evidence of key facilities such as exterior of the structure, reception/lobby, restaurant, kitchen, guestrooms and bathrooms, common restrooms, staff facilities (locker room, cafeteria, and toilet)



- e) Duly filled staff details form (Attached as Annexure II)
- f) Copy of Bhutan Food and Drug Authority (BFDA) certificate

4. The Dzongkhag Administration will review the required documents within 7 working days from the date of receipt of the application. If the application is found to be incomplete, the Dzongkhag Administration will inform the applicant to submit the required documents. On other hand, if the application is deemed to be complete in all respects, the Dzongkhag Administration will communicate the date of assessment to the applicant.

Physical inspection and assessment

- 5. The physical inspection and assessment of the hotel will be carried out by a team of 3 Dzongkhag officials who have undergone the hotel assessors training conducted by the Department of Tourism or any agency/ institution as may be designated by the Department.
- 6. The owner or manager of the hotel should be present at the time of assessment to accompany the assessment team throughout the property.
- 7. Assessment should be conducted as per the Standards and Code of conduct for hotel assessors (Attached as annexure I and III respectively)
- 8. The assessment team will send the report as per the format (Attached as Annexure IV) with a cover letter signed by Dasho Dzongda to the applicant within 7 working days from the date of assessment. Among others, the cover letter will mention whether the star rating is approved or not.
- 9. The applicant should inform the Dzongkhag Administration in writing if there are queries or clarifications within 7 working days from the receipt of the assessment report. If no response is received within the stipulated timeline, the Dzongkhag Administration will consider the report as endorsed.
- 10. In the event that the hotel is found to be ineligible for one or two star rating, the applicant may reapply for assessment to the Dzongkhag Administration upon implementation of the recommendations highlighted in the assessment report.
- 11. The Dzongkhag Administration should seek guidance and support if required from the Regional Office of Industry, Commerce and Employment (ROICE).



Star Signage and registration

12. Hotels approved for one star or two star rating will receive a digital copy of the star signage signed by Dasho Dzongda.
13. Star signage will be valid for a period of 3 years and should be displayed at the reception areas as per the specification (Attached as Annexure V)
14. To renew the validity of the star signage, the hotel should apply to the Dzongkhag Administration for assessment 3 months prior to the expiry of the validity period.
15. The list of hotels approved for one star or two star rating along with their details should be uploaded on the website of the Dzongkhag Administration. The same list should be sent to the Department of Tourism to be posted on its website.
16. If a tourist accommodation hotel registration is suspended or revoked, the proprietor must remove the star signage with immediate effect.

Appeal Procedure

17. In the event that the applicant is not satisfied with the decision of the assessment team, the applicant may appeal to the Grievance Redressal Committee or any equivalent Committee in the Dzongkhag.

Composition of the Grievance Redressal Committee

18. The Committee will:
 - a) Be chaired by Dasho Dzongda or a representative nominated by him/her
 - b) Have 4 members from relevant agencies in addition to the chairperson.
 - c) Identify the Economic Development and Marketing Officer (EDMO) as the Member Secretary. In those Dzongkhags without EDMOs, the chairperson shall designate an official to function as the Member Secretary



Functions of the Committee

19. The Committee will review the complaints received formally in writing from hoteliers
20. The Committee will ensure that the decision taken is fair, transparent and objective
21. All members will be accountable for the decision taken
22. All members must declare Conflict of Interest
23. The Chair of the committee shall facilitate the meetings and summarize the final decisions at the end of the meeting

Appeal process

24. The Committee should deliberate on the appeal within 7 working days from the date of the appeal received, and form another assessment team if required.
25. Assessment should be conducted by the assessment team within 7 working days after the formation of the team
26. The assessment team should submit an assessment report within 5 working days after the assessment
27. The Committee after receiving the assessment report, should then render the final decision within 7 working days.
28. The Member Secretary should convey the decision the Committee to the appellant with a cover letter signed by Dasho Dzungda
29. The appellant aggrieved by the decision may appeal to the Department of Tourism within 10 working days after receiving the decision of the Committee
30. DOT should deliberate on the appeal within 10 working days from the date of the appeal received, and form an assessment team, if required.
31. The assessment team should submit an assessment report within 5 working days after completion of the assessment.
32. DOT after receiving the assessment report, should render the final decision within 10 working days.

**** DOT shall accept such appeal only after it has been reviewed by the Grievance Redressal Committee.**



Monitoring

33. The Dzongkhag Administration will:

- a) conduct regular monitoring at least on a quarterly basis to ensure that hotels comply with the required standards
- b) share the monitoring report with the hotels within 7 working days after the monitoring visit
- c) take action as per TRR 2022 if the hotels do not comply with the required standards
- d) carry out joint monitoring in collaboration with DOT and RoICE as and when required.

34. The Department of Tourism will review and improve the SOP from time to time based on feedback from Dzongkhags.



Evaluation Form for Assessment of 1 and 2 Star Hotel (Annexure I)

A. General Information

Name of Accommodation:	
Location and Dzongkhag:	
Contact details (phone number, email, website)	
Trade License no:	
TPN number:	
Owner' name and contact number:	
If on lease: Lessee's name and contact number	
Name of the building owner: Contact no:	
Start of Operation:	
Rooms & Beds:	No. of rooms: Room categories: No. of beds:
Number of staff:	Male: Female: Total:
Date of Assessment	
Assessment Team: 1. Name:..... 2. Name:..... 3. Name:.....	



B. Basic Questions

1	Access to the accommodation 24 Hours Yes/No. If..... Timing	
2	Availability of Room service. If yes, timing?	
3	What Safety/ Security measures in place	
4	Designated smoking rooms? If yes total number of rooms	
5	Any renovation done after the first assessment? Details	
6	Whether all staffs have basic hospitality training? GM or manager's CV and certification to be collected. Staff list and certificate copies to be collected.	
7	Drinking water treatment? If yes, Physical verification is necessary	
8	How many staffs have BAFRA certificate (Collect certificate)	
9	What facilities provided for disabled?	
10	Wakeup call service procedure?	
11	What Leisure activities they provide?	
12	Number of restaurants	
13	Message for the guest record and delivered or not?	
14	Luggage service provided or Not?	
15	Conference facilities for how many heads?	
16	Any environmentally friendly practices in place or not?	
17	Room rates	
18	Internal Service Rule (ISR) available or not?	



C. Standards

Dimension 1: Exterior/ Common areas				
1.1 Building appearance & maintenance				
1.1.1 General (Surrounding)				
Rating	Criteria/Indicators		S	Remarks
a	Exterior in a clean fit for purpose condition, free of construction debris and other unsightly materials	M		
b	Appropriate pick and drop area	2		
1.1.2 Signage				
a	Should be visible and not weathered/ broken/ faded	M		
b	Directional signage leading to the hotel (if applicable)	M		
c	Signage placed in a strategic location (within the hotel premises)	M		
1.1.3 Structural conditions				
Unacceptable	Structure looks neglected, obvious structural repairs needed, not durable and/ or unsafe for guest use	0		
Acceptable	Basic structure with slight visible natural weathering and minor maintenance issues, providing a safe accommodation environment	1		
Good	A functional structure with good quality materials and efficient layout	3		
Very good	Strong external appeal, inviting appearance and highest quality materials used in construction	4		



1.1.4 Corridors and stairs

Unacceptable	Neglected appearance, inadequate lighting with major maintenance issues	0		
Acceptable	Enough lighting for practical use, with an even distribution of light with few maintenance issues	1		
Good	Good level of illumination throughout public areas, well maintained and clean	3		
Very good	Very good illumination options with multiple power sockets, well maintained and clean	4		

1.2 Reception

1.2.1 service

a	Basic reception counter is open 16 hours and 24 hours on call	M		
b	Proper guest registration and recording system available	M		
c	Telephone /mobile phone available for guest use	M		
d1	One National language/Local speaking receptionist	M		
d2	One English speaking receptionist	2		
e	Provide luggage storage service	2		

1.2.2 Reception area

Unacceptable	Reception area is small and/or difficult to locate with no seating facilities	0		
Acceptable	Functional reception, area may be cluttered	1		
Good	Functional reception for the operation with adequate seating facility	3		



Very good	Large space with comfortable seating	4		
1.2.3 Ambience and functionality				
Unacceptable	Uncomfortable furniture that is made of low quality materials, or no furniture used, and walls/ceilings/floors are damaged, grubby and neglected	0		
Acceptable	Basic furniture is available but comfortable, and 1 or 2 minor repairs are needed on walls/ceiling/floors	1		
Good	Good quality furniture and decoration, use of wall hangings adds to the overall impression, and walls/ceiling/floors clean and well maintained	3		
Very good	Higher/very good quality furniture, high levels of comfort, easy and attractive seating arrangements, and walls/ceilings/floors are durable, clean and well maintained	5		
1.3 Common Restroom				
1.3.1 Availability				
Unacceptable	No restroom	0		
Acceptable	One restroom	1		
Good	One clean, well maintained and good quality gender segregated restroom	3		
Very good	Higher quality multiple gender segregated restroom, clean, tidy and very well maintained.	4		
1.3.2 Condition and cleanliness				
Unacceptable	Poor quality, standard water closet (WC) and Basin chipped or damaged, paintwork chipped, flaking, dirty condition throughout, fittings & fixtures not fit for purpose	0		
Acceptable	Some signs of wear and tear, aging fixtures, rough finish no additional space but functional and signs of regular cleaning	1		



Good	Good quality fixtures, standard design, limited space condition, few signs of wear and tear, regular servicing even during busy periods	3		
Very good	High quality basin/fixture, superior design, ample space, always clean and tidy and well maintained condition	4		

1.3.3 Amenities/Facilities

Unacceptable	Soap, towels/hand dryer not provided	0		
Acceptable	Only soap is provided	1		
Good	Soap, towels/hand dryer provided	3		
Very good	Soap dispenser, electric hand dryer/ paper towels/ clean towels provided	4		
a1	Water available for 24 hours	M		
a2	24 hours hot and cold running water	2		
b1	Wash basin	M		
b2	Mirror above the basin provided	2		
c	Water Closet (WC)	M		
d	Window or mechanical ventilation	M		
e1	Adequate lighting	M		
e2	Additional lighting available at the wash basin	2		
f1	Toilet paper available	M		
f2	Toilet paper & health faucet available	2		
g1	Standard sanitary bin	M		
g2	Sanitary bin with bin liner and lid	2		



Dimension 2: Rooms				
2.1 General				
Rating	Criteria/Indicators		S	Remarks
a	Should have at least 4 rooms	M		
b	Each room must be numbered or marked for easy identification	M		
2.2 Measurement (Rooms not meeting minimum height requirements shall not be offered to guests)				
a	Single room size $\geq 7\text{sqm}$ (2.75 m X 2.5 m)	M		
b	Double room size $\geq 9\text{ sqm}$ (3m X 3 m)	M		
c	Single bed size 90 X190 cm	M		
d	Double bed size 150 X 190 cm	M		
e	Mattress size $\geq 12\text{ cm}$	M		
2.3 Room condition				
2.3.1 Walls, floors, windows/ventilation				
Unacceptable	Stained walls and floors, large holes, dirty, cracked and badly damaged floors/tiles, inadequate ventilation	0		
Acceptable	Minor stains and discoloration on walls and floors, negligible cracks and chips with some sort of ventilation	1		
Good	Wall/floor coverings in good condition and adequate ventilation	3		
Very good	Wall/floor coverings in very good condition, professional fixing of any wear and tear, good natural ventilation	5		



2.3.2 Cleanliness				
Unacceptable	Heavy dust on surfaces, paper and other rubbish, unpleasant smells	0		
Acceptable	Surfaces are basically clean	1		
Good	Evidence of regular dusting and cleaning	3		
Very good	Thorough cleaning process, no evidence of dust or smears, attention to detail	5		
2.3.3 Temperature control (heating/cooling)				
Unacceptable	Ineffective heating/cooling system, fan/heater not working	0		
Acceptable	Basic heating/cooling system (fan, heaters) in functional condition	1		
Good	Good quality heating/cooling system (AC/fan/heater/bhukhari) in good condition	2		
Very good	Personal control of air temperature, windows well insulated, excellent air flow	4		
2.4 Furnishings and fittings				
2.4.1 Locking devices				
a1	Windows and doors locking devices technically fit and in working condition	M		
a2	Electronic or key card system	2		



2.4.2 Bedroom lighting				
a	Each room have independent control switches	M		
Unacceptable	Cracked light switches, lights not working, bulbs need replacing	0		
Acceptable	Light switch near main door only; acceptable illumination of bedroom	1		
Good	Room has very good lighting, multiple switches and good quality fittings, two bedside lamps.	2		
Very good	Good lighting illumination, variety of lighting options	5		
2.4.3 Room furniture – quality				
Unacceptable	No furniture provided or cracked, broken, poorly repaired furniture	0		
Acceptable	Functional with some significant scratches and repairs are evident	1		
Good	Furniture in good condition, any repairs done professionally	3		
Very good	Very good quality furniture, good range, solid woods/laminate materials, polished edges	5		
2.4.4 Curtains quality/condition				
Unacceptable	Low quality fabric, faded, mismatched curtains or blinds that do not fit, have major stains and marks	0		
Acceptable	Curtains/blinds of acceptable quality, just cover windows; minor stains/marks are evident	1		
Good	Curtains /blinds with sheer curtains in good condition, adequate length and uniform in quality and color	3		



Very good	Curtains /blinds are thick (blackout) with sheer curtains and in good condition, adequate length and uniform in quality and color	5		
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2.5 Sleeping comfort

2.5.1 Mattress quality/condition

Unacceptable	Ripped or badly stained mattress, springs/foam coming through, uncomfortable and lumpy	0		
Acceptable	Small tears, fabric shows signs of aging, weakening of mattress edges, minor stains but comfortable	1		
Good	Good condition, good support throughout with fitted mattress protector	3		
Very good	Very good condition, no stains or tears, evidence of good maintenance	5		

2.5.2 Linens quality/condition

Unacceptable	Thin sheets with large stains, holes, faded and damaged, do not properly fit the bed	0		
Acceptable	Sheets/ quilts/ blankets with no tears or rips, in a clean condition, properly covers the bed	1		
Good	White linens in good condition, evidence of good laundry practices, adequately covers the bed	3		
Very good	White linens in very good and crisp condition	5		

2.5.3 Pillows quality/condition

Unacceptable	Lumpy pillows, too hard, too soft, out of shape and/or in poor condition	0		



Acceptable	Clean, basic pillows, acceptable quality, average firmness/softness	1		
Good	At least 2 good quality pillows with good firmness/softness	3		
Very good	Very good quality pillows with pillow protectors, at least 2 per guest	5		
2.6 Availability				
2.6.1 Room furniture				
a	Fixed/ foldable luggage rack available in all rooms	2		
b1	A table and a chair in each room that is functional and comfortable	M		
b2	A good quality table with matching chair in all rooms	2		
c1	Shelf/ hooks in all rooms	M		
c2	Functional wardrobe or shelf of acceptable quality in all rooms	2		
d	At least 2 hangers	2		
e1	Mirror in all rooms	M		
e2	Full length mirror in all rooms	2		
f	Bedside tables for each bed or one in the middle with an appropriate size in all rooms	M		
2.6.2 Room amenities and supplies				
a1	Necessary information available in the room (menu/information about hotel, etc.)	M		
a2	Standard information folder with all the necessary information (menu/hotel information, etc. in a folder/file)	2		
b1	Intercom/phone/WIFI facilities available in all rooms	M		



b2	Color TV with remote control	2		
c1	Safe drinking water in all rooms	M		
c2	Safe drinking water with glasses in all rooms	2		
d	Tea/ coffee making facilities in all rooms	2		
e1	Hygienically maintained rubbish bin in all rooms	M		
e2	Standard bin with bin liner in all rooms	2		
f	Room/ bathroom slippers in all rooms	2		
g1	One minimum socket in the room	M		
g2	Multiple sockets in the bedroom with one near the bed	2		
h	Additional blankets/pillow on request	M		

Dimension 3: Bathroom				
3.1 General				
Rating	Criteria/Indicators		S	Remarks
a	Floor area ≥ 4.3 sqm	M		
b1	At least 90% attached bathroom in the room	M		
b2	All the rooms with attached bathroom	2		
c1	Water available for 24 hours and hot water on request	M		
c2	24 hours hot and cold running water in all rooms	2		



3.2 Condition and cleanliness				
Unacceptable	Stained wall / chipped paintwork, wet and dirty floors, poor drainage and overall, in a dirty condition	0		
Acceptable	Some signs of wear and tear, basic hygiene standards with minor stains and maintenance issues but signs of cleaning	1		
Good	Good condition walls/floors/drainage, few signs of wear and tear, regular servicing done	3		
Very good	Very good level of cleanliness, attention to detail in all aspects of cleaning and hygiene	5		
3.3 Availability				
3.3.1 Fixtures and fittings				
a1	Wash basin with mirror	M		
a2	Standard wash basin with appropriate mirror above	2		
b	Standard WC	M		
c1	Shower/tap	M		
c2	Enough shower space providing shower curtain with good flow of water current	2		
d	Window or mechanical ventilation	M		
e1	Adequate lighting	M		
e2	Additional lighting including lighting at the wash basin	2		
f	Towel hooks /rails	2		
g	An accessible power socket near the mirror	2		



3.3.2 Quality				
Unacceptable	Poor quality, aged basin, WC, fittings and fixtures not fit for purpose	0		
Acceptable	Aging fixtures, rough finish but functional	2		
Good	Good quality fixtures, standard design	4		
Very good	High quality basin/fixtures, superior design, ample space	6		

3.3.3 Amenities and supplies				
a1	Toilet paper available	M		
a2	Toilet paper & health faucet available	2		
b1	Clean sanitary bin	M		
b2	Clean and good quality sanitary bin with bin liner and lid	2		
c1	Bath towels on request	M		
c2	One good quality towel/bathrobe per guest	2		
d	Standard rug/foot mat	M		
e	Good quality and anti-slip mat	2		
f1	New soap for every guest in all bathrooms	M		
f2	Good range of toiletries offer for every guest in all the bathrooms (eg: shampoo/ shower gel/ lotion/ conditioner/ toothbrush/ toothpaste/ tumbler)	2		



Dimension 4: Kitchen & Restaurant				
4.1 Kitchen				
Rating	Criteria/Indicators		S	Remarks
a	Minimum size to be 9 sqm	M		
b	Appropriate kitchen lay out depending on the number of rooms	2		
4.1.1 Quality of appliances				
Unacceptable	Old appliances and utensils, unhygienic and not functional	0		
Acceptable	Acceptable appliances and utensils, may be older but in working condition	2		
Good	Well-designed kitchen and good layout, appliances and utensils easily accessible	4		
Very good	Obvious features designed to ensure efficiency. Very good standard of appliances and utensils	6		
4.1.2 Cleanliness				
Unacceptable	Dirty, wet and damaged walls and floors. Poor drainage and overall, in bad condition	0		
Acceptable	Basic hygiene standards are followed with minor stains and maintenance issues	3		
Good	Well maintained clean walls and floors with proper drainage	5		
Very good	Very good level of cleanliness. Attention to detail in all aspects of cleaning and hygiene	7		
4.1.3 Ventilation				
a	Clean and adequate ventilation (natural or mechanical)	M		



4.1.4 Storage				
Unacceptable	Storage not available	0		
Acceptable	Small storage with shelves available but food storage process not followed	2		
Good	Adequate and suitable storage space with separate shelves/cabinet for food (dry & cold) and utensils	4		
Very good	Large storage space with separate dry and cold storage, utensils and cleaning supplies	6		
4.2 Restaurant				
4.2.1 General				
a	Full-service restaurant open 6 days a week	M		
b	Room Service available	2		
c	Accommodate at least 50% of total bed	M		
4.2.2 Food and Beverage – Options available				
Unacceptable	Only fast food available	0		
Acceptable	Limited choices of basic dishes/buffet	3		
Good	Varieties of choice on dishes/buffet	4		
Very good	A-la-carte menu, availability of all food dishes and drinks/wines on the menu	5		

4.2.3 Furnishing quality/ condition				
Unacceptable	Tables and chairs are old, faded, wobbly, damaged, peeling, grubby, scratched and evidence of neglect. Uncomfortable seating	0		



Acceptable	Tables and chairs are mismatched but functional Comfortable seating	2		
Good	Good quality table and chairs with simple design, comfortable and in good condition. Wooden or laminate materials	4		
Very good	Superior quality with coordinated design	6		
4.2.4 Space and comfort				
Unacceptable	Crowded, cramped, uncomfortable, loud noise, unpleasant atmosphere, difficult access for customers and servers	0		
Acceptable	A certain amount of noise and activity, comfortable temperatures, tables adequately spaced	1		
Good	Very good standard of comfort, private conversations are possible	3		
Very good	Well thought out table layout, no intrusive noise or smells	5		
4.2.5 Crockery, cutlery, glassware - quality/ cleanliness				
Unacceptable	Dirty chipped glassware, stained crockery and cutlery	0		
Acceptable	Crockery, cutlery and glassware are clean and of average quality, watermarks may be visible	2		
Good	Clean and good quality crockery and glassware, coordinated cutlery	4		
Very good	High standard of crockery, cutlery and glassware with very good level of cleanliness and polished cutlery	6		



Dimension 5: Management and staff				
5.1 Management				
Rati ng	Criteria/Indicators		S	Remarks
a	Ensure the Internal Service Rules (ISR) of Department of Labour (DOL) is in place	2		
b	1 trained/ experienced manager on duty	M		
c1	At least one trained/experienced cook with Bhutan Food and Drug Authority (BFDA) certification	M		
c2	All food handlers are BFDA certified	2		
d	Staff trained in first aid and fire safety	M		
5.2 Staffs' appearance				
Unacceptable	Staffs are poorly groomed and untidy	0		
Acceptable	Staffs wear clean, neat and tidy clothing which are uniform.	2		
Good	Staffs are easily identified (a set of uniform given) and well groomed	4		
Very good	Staffs well groomed, easily identifiable (2 sets of uniforms and name tags) and provide a very good professional appearance	6		
5.3 Number of Staff to Room Ratio				
Unacceptable	1 staff for more than 5 rooms	0		
Acceptable	1 staff for every 5 rooms	2		
Good	1 staff for every 3 rooms	4		
Very good	1 staff for every room	6		



5.4 Staff training/experience				
Unacceptable	Staffs inexperienced or not trained in basic hospitality services	0		
Acceptable	50% Staffs are trained/ experienced in basic hospitality services	2		
Good	50-80% of the staffs are trained in basic hospitality services	4		
Very good	90-100% of the staffs are trained in basic hospitality services	6		
5.5 Staff Facility				
Unacceptable	No staff facilities provided (toilet, dining)	0		
Acceptable	Clean staff facilities provided (separate staff toilet, dining)	2		
Good	Good condition and clean staff facilities provided. (Locker, gender segregated toilets, dining/accommodation provided within the premises)	5		
Very good	Spacious, good condition and clean staff facilities provided (changing room with locker, shower, gender segregated toilets, dining)	8		

Dimension 6: General

6.1 Safety and security

Rating	Criteria/Indicators		S	Remarks
a1	Central safe deposit service available	M		
a2	Central safe deposit at the reception/room	2		
b	CCTV at strategic location	M		
c1	Fire extinguisher	M		
c2	Fire extinguishers at strategic locations	2		
d	First aid kit at the reception	M		
e1	Backup emergency light	M		
e2	Chargeable led bulb/light	2		
f	Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.	M		

6.2 General services

Unacceptable	Staff are unresponsive, inattentive or absent for extended periods	0		
Acceptable	Staff are not very attentive or seem distracted, may be absent for short periods	2		
Good	Staff are welcoming and provide a sense of arrival	4		
Very good	Staff are very responsive, attentive, and efficient while taking a personal interest about every requirement of the guest	6		

6.3 Guest feedback

a	Guest complaint handling/ feedback processes in place (complaints are documented and responded to within 24 hours)	3		
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6.4 Environmentally friendly practices				
a	Water and energy saving messages in a strategic location (posters/ pamphlets/ mascot/ cards) in place to reduce energy	2		
b	Energy saving practices in all rooms	2		
c	Water saving practices in place	2		
d	Proper segregation and disposal of waste	2		
e	Decorated with natural green plants	2		



Assessment Score Points and Result

Areas	Dimensions	Score	M For both 1 and 2 Star	1 Star	2 Star	Hotel Score	
		Total		Min	Min	M scored	SP scored
Exterior	D - 1	45	15	9	37		
Rooms	D - 2	70	19	19	49		
Bathroom	D - 3	35	13	9	31		
Kitchen & Restaurant	D - 4	45	4	17	32		
Management and Staff	D - 5	30	3	8	19		
General	D - 6	25	6	10	19		
Total		250	60	72	187		

Assessment result:

a) Mandatory Points:

b) Score Points:

Note: Maximum 5 M considerations (55-60 M)

- Room size for an existing property, mattress size, central safe deposit & emergency light
- CCTV for 1 star property
- *Cleanliness/hygiene and safety cannot be considered /overlooked.



Note: Minimum score under each dimension to be secured. This is in addition to the minimum score that has to be secured for the mandatory indicators and the score points.

Mandatory (M):

Indicators marked 'M' shall refer to those requirements/indicators that are prescribed by the classification standards, without which no rating shall be issued to the hotel until such time that the management rectifies it.

Score Points (SP):

SP shall refer to those additional requirements which will determine the additional facilities and services that would help enhance visitors' experience.



Sl no	Name	Citizenship Identity card no.	Gender (M/F)	Designation/ Department	Highest Qualification	No. of years of exper ience	Salary (Nu.)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							



Annexure III

Assessors Code of Conduct

1. Adhere to all the principles of assessment: fairness; flexibility; and reliability
2. Adhere to principles of confidentiality
3. Declare conflict of interest (if any)
4. Avoid personal comments on hotel facilities and service (eg. Comparison with other hotels)
5. Hotel pictures are to be used **ONLY** for assessment purposes
6. Be punctual
7. Should not come to assessment in drunken /hangover state
8. Doma, smoking and use of mobile phones strictly not allowed during the assessment
9. Be well groomed at all times
10. Practice good interpersonal skills when dealing with hotels
11. Communicate effectively, using non-abusive language
12. Ensure that no discrimination of whatever kind is practiced



Annexure IV

Assessment Report Format (1 and 2 Star Hotel)

Name of Accommodation:		
Location		
Dzongkhag		
Assessment Team Names (Team Leader underlined):		
Name of Accompanying Person(s)		
Date of Assessment		
Dimension	Area	Observation
Exterior/ common areas	Building appearance & maintenance	
	Reception	
	Common Restroom	
Rooms	General/Measurement	
	Room condition	
	Furnishing and Fittings	
	Sleeping Comfort	
	Availability (room furniture, amenities & services)	



Bathrooms	General/Condition & Cleanliness	
	Availability	
Kitchen	General	
	Restaurant	
Staff and Management	General	
Safety/Security/ Eco friendly		

Assessment Result	a) Recommended category: Star	Scores: 	Mandatory score:
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Assessment Team

Name, Date and Signature 1. 2. 3.
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	Star 1	Star 2
Mandatory Indicators	60	
Score Points	72	187

Note: Minimum score under each dimension to be secured. This is in addition to the minimum score that has to be secured for the mandatory indicators and the score points.

Mandatory (M): -

Indicators marked M shall refer to those requirements/indicators that are prescribed by the classification standards, without which no rating shall be issued to the hotel until such time that the management rectifies it. There is no relaxation in the ‘Mandatory’ indicators except for Existing hotels as specified in the cover letter.

Score Points (SP): -

SP shall refer to those additional requirements which will determine the additional facilities and services that would help enhance visitors’ experience.



Annexure V

STAR Rating Signage Spécifications

It is the responsibility of the individual property / hotel to print the Star signage as per the requirements specified below:

- Signage printing paper : Glossy Photo Paper (Paper Size : A3)
- Signage material framestick : Plain Wooden frame.
- Signage to be framed (with or without glass)
- If without glass signage should be Laminated on MDF board.
- Frame size min 297mm x 420mm /29.7 x 42 cm .
- Point of display should be at the reception counter ,visible to the guest.