

PRODUCT The following list of standards is a basic manual of the facilities that should be provided in a hotel according to the brand it has been assigned. This information is complementary to other more specific manuals

BRAND DESCRIPTION The city hotels are an ideal choice for business travellers, and the Resort hotels provide excellent facilities for tourists. The 5 star brand enjoys worldwide prestige, known for its luxury, personalised service and magnificent location in leading cities and holiday resorts. Minimum 200 rooms required.

ROOM TYPES The hotel will provide the following room types:

- Standard
- Superior
- Junior Suites A
- Junior Suites B
- Suites
- Presidential Suite
- Room for the Handicapped
- Room for Honeymooners (recommendable)
- Royal Service Floor
- Garden Villas (recommendable for Resort Hotels)

If the hotel expects to receive an important amount of business meetings, it's recommended to have several rooms that can easily be converted into meeting rooms (roll-away beds) and which have easy access to the meeting rooms area

Local cultures of the areas surrounding the hotel must be taken into consideration; i.e.: signs to the Mecca in Islamic countries

Rooms for non-smokers

According to legislation and local custom, an appropriate percentage of non-smokers rooms should be provided (50% approx.)

These rooms will not provide ashtrays nor matches

There will be a sign beside the lifts when the entire floor is for non-smokers, identifying the floor as Non-smoking. There will be no ashtrays in the common areas for non-smokers (hallways, lifts area, etc.)

Dimensions and Design

Standard rooms: will be comprised of an entrance hall, bedroom, cupboard, bathroom and terrace (Optional for City hotels)

Surface area: 22 m² excluding entrance hall, terrace and bathroom

Height: 2.7 m

Terrace: 8 m²

Bathroom surface: 6 m²

Superior rooms are standard rooms that are larger or better located

Junior Suite model A: Will have a lounge area in the same room. This area may provide a sofa (or sofa bed) with two armchairs and a TV if the one in the bedroom isn't visible

Surface area: 28 m² excluding entrance hall, terrace and bathroom

Junior Suite model B: Rooms comprised of two separate areas with entrance hall, bedroom, cupboard, bathroom and a lounge

Surface area: 40 m² excluding entrance hall, terrace and bathroom

They are recommended on the Royal Service floor

Suites: comprised of three areas. The bedroom and lounge areas must be two separate rooms (the division must be a built wall). They will have an entrance hall, bedroom, cupboard, two bathrooms and one or two lounges

Surface area: 70 m2 excluding entrance hall, terrace and bathroom

They are recommended on the Royal Service floor

Presidential Suites (or equivalent): unique rooms comprised of separate areas: entrance hall, bedroom, two bathrooms, two lounges (meeting room and lounge-dining room), kitchen with scullery and service room

Surface area: 96 m2 excluding entrance hall, terrace and bathroom

They are recommended on the Royal Service floor

Garden Villas: if the design and structure of the building/plot of land allows, separate lodging units with maximum privacy and luxury will be built. The rooms will be unique with certain elements in common, such as patios, lounges, rest areas, private swimming pool, etc.

Rooms for handicapped guests: all hotels should comply with existing legislations in each region or country concerning facilities for handicapped guests.

In those locations that the legislation does not specify a minimum number of rooms that should be equipped for the handicapped, the hotel will assign a certain number (minimum 1)

The assigned room will be double, free of obstacles, with wide hallways and bathrooms, doors with a width of 90 cm and connected to another room

They will try to be located on lower floors, near a lift or an emergency exit

Access to rooms and common areas should not be hampered by architectural barriers. If necessary a chair lift, or constructed or portable anti skid ramps will be provided.

ROYAL SERVICE

City hotels (resorts optionally) will have one or several floors destined to Royal Service, with independent front desk services, lounge for breakfasts and bar and private lounges

These rooms will have the best location and should provide a butler service

Each Royal Service floor will have a service room for the butler on duty

The public areas of these bungalows will have a higher quality than normal ones

Lounge

There will be a lounge with a Front Desk (table or low counter to attend seated guests) with a computer fitted in which will be used for checking in and out guests

The lounge will have a bar-salon for serving breakfasts, aperitifs, cold dishes and a cocktail-bar service. It will have an auxiliary counter and a small cocktail cabinet.

Should the hotel not have space for this area, one of the speciality restaurants will be used as a breakfast area

INTERIOR ROOM DISTRIBUTION

Entrance door

85 cms wide (minimum). Except in rooms for the handicapped, which will be 90 cms.

Height 2.15 m

Door knob with a handle (mandatory in rooms for the handicapped) with safety lock incorporated

The system for opening and closing the door will be with a magnetic or digital (electronic) card, carrying no elements that identify the room

It is recommended to have opening/closing time control and card identification

The card will automatically be renewed for each new guest

Interior safety bolts. A latch is recommended (not a chain)

Must have a door stop. The upper and lower parts of the door should be reinforced

Wide angle view spy hole made of Pyrex glass (fireproof) at a height of 1,5 m. For the handicapped it should be fitted at a height of one metre, so that it can be used from a wheelchair

The door should be sufficiently well adjusted to ensure no light enters from the corridors (especially in its lower part)

Door stop to prevent door banging against the wall

Made of wood. Fire resistant, RF=32

Should be appropriately soundproofed and give a sensation of security

The door handle should be able to hang a "Do not Disturb" or other type of hanging cards

The rooms' Rack Rates must be available near the door entrance or inside the cupboard, in those countries where it is stipulated by law

Entrance Hall

General power switch activated by a card or another energy saving device with a movement detector

A coat hanger (wall hanger)

Full-length mirror. Can be in the room (cupboard, etc.)

A Painting

A suitcase support (can be in the room)

Ceiling or wall light

Terrace

Optional for City Hotels

Must have lighting. Lights are recommended to have low energy consumption

Switching on will be centralised (not individual) with a photoelectric cell and switching off with a timer

Rail at 1,20 metres high minimum (check local laws)

Vertical bars must have a maximum separation of 10 cm (check local laws)

Furniture materials must be resistant or protected against hard weather

They will be furnished with at least one table and two chairs

They should have garden tubs or potted plants

TECHNICAL SPECIFICATIONS OF THE ROOMS

Electrical controls in headboard

Auxiliary socket base h=30 cm.

Telephone socket base h=30 cm.

4-position A/C switch with clear and distinctive labelling; h=70 cm.

Switch for table lamp h=70 cm.

General light switch h=70 cm.

Switch for left-hand headboard light h=70 cm.

Switch for right-hand headboard light h=70 cm.

Electrical control unit on bedside table optional (mandatory for Royal Service and Garden Villas)

Electrical controls on dressing table

Auxiliary socket base h=30 cm.

Refrigerator socket base h=30 cm.

TV socket base h=30 cm.

TV aerial socket base h=30 cm. (interactive connection)

PC socket base h=1 m.

Telephone/ modem socket base h=1 m.

Socket base for guest use h=1 m.

Electrical controls in the entrance

General room controls h=1.6 m.

Card base h=1 m.

Bathroom light switch H=1 m.

General light switch h=1 m

Electrical sockets

Sockets should be located so as to allow the most appropriate positioning of equipment and lighting using the shortest possible cable length. Wiring cables of connected devices will be discretely and neatly arranged

Some easily accessible sockets should be available permanently for use by guests

The corresponding voltage should be indicated next to each plug

The protection in all rooms against direct and indirect contact in the mains will be in phases, so that a failure in one phase won't affect more than one third of the mains.

The bathrooms must have safety sockets

Lighting

Sufficient light should be available in working, reading and personal preparation areas with 300 lux minimum in each area

There will a light source at each side of the bed, with sufficient lighting. h =1.3 m. P. 15 W (low consumption).

There will be two ceiling lights 60 cms away from the bed headboard (halogenous lights are recommended). If the rooms have two beds, each light will be located right above the centre of each bed, 60 cms away from the ceiling)

A halogenous light will be fitted in the ceiling above the armchair/lounge area or free standing lamp. P. 15 W (low consumption)

Table lamp (articulated is recommended) on the dressing table or writing desk P. 15 W (low consumption).

2 ceiling lights in the entrance hallway P. 9 W (low consumption)

Wall lamp or halogenous light over suitcase support P. 15 W (low consumption).

Footlight h=50 cm (low consumption)

The cupboards will have an interior light that will activate automatically when the door is opened. In its absence there will be a light in the cupboards area which will allow guests to see the interior without any shadows

The light intensity will be controlled with a dimmer in suites

The switches must be accessible from the bed, simple to use and easily identifiable. Energy saver card-switch should have luminous indicator that can be visible at night

There will be sufficient lighting in the bathroom. The lights by the washbasin should be lateral throwing no shadows

Heating and Air-conditioning

Air-conditioning/heating is mandatory

Depending on local climate, free-cooling pre-treated air must be installed

The fan-coils will be installed above the false ceiling in the corridor and the flow of air will be transmitted through its panels. The mechanism should be fitted so as to allow the installation of a silencing impulsion system. It should have a 3-way valve

Room temperature and ventilation control will preferably be regulated with an individual thermostat easily reachable (height 150 cm)

The switching on/off will not be connected to the general mains switch

It is advisable that the temperature is programmed and controlled by Front Desk with a Room Management System.

Windows and doors will be fitted with a sensor which will disconnect the heating/air-conditioning when they are opened

To save energy, room temperatures should range between: winter 21-24°C, and summer 22-25°C

Unoccupied rooms with an automatic control system should raise/lower temperatures by approximately 3°C (18°C in winter and 28°C in summer)

Glass windows & doors

A minimum glass surface of 1,5 m2 is recommended.

Windows and doors will have a blocking mechanism at 1.5 m., out of the reach of children (except handicapped rooms).

The will be made of anodized aluminium or wood, reinforced with double glazing 10/6/8 mm.

The glass will be non-splinterable, security type (breaks into small pieces)

The glass on doors will be indicated (preferable with the company's logo, with no colour) to prevent people from running into them

Inflammable curtain materials are required for all sliding windows in rooms. Opening and closing system with guide rail and double closure completely covering the surface and preventing any light entering room.

Noise and soundproofing

All audio apparatus installed in rooms (public address system, television, piped music, telephone, etc.) should have a maximum noise production level of 50 db.

All partitions and wall-coverings should provide minimum sound reduction capabilities of 50 db.

Elements in construction

They must comply with the security regulations that are in force in each country

The finishing will be in harmony with the hotel's decoration, the local climate and customs. The following may serve as a guidance:

- Floor: carpet, marble, stoneware, porcelain, parquet and local quality ceramics.
- Skirting board: in line with floor covering.
- Wall-covering: paint, wallpaper, padded cloth according to the climate, typical local materials. Delicate materials such as cloth or wallpaper must have corners or other areas that receive a lot of wear must be protected.
- Walls: acoustic & thermal insulation and fireproof.
- Ceilings: depending on the country's building tendencies. If possible, with plaster of Paris, pladur or similar

ROOM FURNITURE Top quality finishing's, in harmony with hotel's decoration, type of the room and local architecture

Decorative elements or furniture that is difficult to clean will be avoided

When the floors are made of stoneware, marble or any other material that can be damaged, the furniture must have rubber protectors on the bottom

Headboard

It can optionally be fixed to the wall

The design should consider eliminating harsh corners through the use of concave, rounded spaces.

Upholstery or covering materials should be smooth to avoid any obstacles that might make cleaning more difficult.

The headboard should be formed by a single, integrated unit covering the width of the beds and the bedside tables. When there are two beds there can be one for each, or an individual for each bed

Headboards in rooms for honeymooners will have some special element, such as a canopy, decoration, etc.

Beds

As a guideline the minimum size should be:

Standard Double room (KS): 2.00 x 2.00

Standard Single room (SGL): 1.20 x 2.00

Standard Twin room (DD): 2 beds 1.00 x 2.00

Junior Suite with double bed (KS): 2.00 x 2.00

Junior Suite with Twin beds (DD): 2 beds 1.20 x 2.00

Suite with double bed (KS) : 2.00 x 2.00

Suite with Twin beds (DD): 2 beds 1.20 x 2.00

Handicapped guests should never be provided with double beds. They must be able to access either side of the bed with a wheelchair

Extra beds will measure 1.00 x 2.00, standing type (NOT folding) with a spring mattress. They can also be sofa beds, nesting beds (1.20 minimum), etc.

Base of the bed

Fire-resistant base and with a firm structure

It will be Tapiflex or Divalin type with 30 cm legs and wheels to move it. Solid base structures are forbidden.

Mattresses

Anatomical mattress with fireproof material and measurements fitting the base

Mattress certification label indicating official approval and characteristics

Will have labels on both ends (head and foot) informing on the changes of position of the mattress for each period of the year in order to increase durability

Will be fitted with lateral ventilation valves, which will expel humidity and prevent dust from entering

The mattresses must be protected with hypoallergenic padded mattress covers, which must be adjustable and cover the entire surface of the mattress

Cots

The characteristics will comply with the existing regulations in each country. At the very minimum they must comply with the following European regulations: the UNE 716/1 regarding use and safety requirements, UNE 716/2 structural cot resistance, and UNE 11023 concerning material and superficial cot finishing's.

Bed base with two positions

Four wheels, two with a stopper

Rounded edges, without any projecting parts

Screws and parts must be well fitted, no projecting parts

If the cot has bars, the separation must be narrow enough to prevent a baby's head fitting in-between

Non-toxic varnish

Minibar

The minibar will have a capacity for 56/60 litres; separate space for assorted nuts, with a key and an interior light

Doors must be interchangeable right/left in order that they may open in the same direction as minibar cabinet

Can be placed in a minibar cabinet, TV cabinet+minibar, alongside the dressing table/writing desk, etc.

TV Cabinet / Minibar

Low cabinet: approx. Dimensions (height x width x depth): 85 x 110 x 55 cm. TV on top of the cabinet. Lower part with a door/s with space for minibar and shelves for other articles

Tall cabinet: approx. dimensions (height x width x depth): 175 x 110 x 55 cm. Upper part with door/, containing a shelf for a TV, other shelves for safe deposit box, video, HIFI, etc. Lower part with space for a minibar and shelves for other articles

Low cabinet in standard rooms

Rooms with a lounge, tall cabinet in bedroom and low cabinet in lounge

Bedside tables

Minimum size 40 x 60 cm; height 50 cm; 1 drawer minimum and shelf on the lower half.

Corners should be smooth and rounded so as to avoid any personal injuries

Surface must be resistant to water, scratches by wood, marble, glass, etc.

One bedside table per bed will be provided

Writing desk/ Dressing table

Minimum size 140 x 70 cm, height 75 cm, with drawers (at least one)

Surface must be resistant to water, scratches by wood, marble, glass, etc.

If it is used as a dressing table, it must have a mirror hanging of the wall

It will not have a skirting so as not to obstruct the chair that should be placed aprox. 20 cm away from the table

In Jr. Suites, Royal Service, Garden Villas 1 or 2 chairs will be provided (depending on the space available) for visitors, placed in front of the writing desk

Coffee table (auxiliary)

In the lounge area. Will be circular with a minimum diameter of 60 cm

If it is used beside a sofa, ideal height is between 45 and 50 cm.

Seating

Superior rooms and rooms with a lounge, will have a sofa or sofa-bed in the lounge and if there were enough space they will also have two armchairs with a footrest beside the coffee table

The upholstery will be fireproof and should be in line with the patterns and designs used in curtains and bedspreads

Suites and Royal Service rooms can optionally have a massaging chair

The chair by the dressing table/writing desk should be comfortable and easily placed under the table

Luggage support

Will have a protected surface (hard substance, brass, plastic imitating quality materials) so as to avoid scratches.
Must be damp resistant.

Minimum size of 120 x 60 cm

Must have a wall protector at a height of 25 cm to prevent suitcases from damaging the wall.

A lower shelf for storing the bedspread is recommended

For lack of space, some rooms will be furnished with a "scissor-type" suitcase support

Paintings

One or two paintings or framed prints are recommended above the bed, above or to the right of the dressing table, in the entrance hall, and when applicable - in the lounge.

Curtains

Must be fireproof, made of cloth with foscurit (separate or integrated), netting and triple rail system.

The finishing's of the curtain head will depend on the decoration of the room (they can be upholstered, wooden, plaster of Paris, etc.)

The curtain will cover the whole length of the exterior window/door, with sufficient material to allow it to be pleated and to reach the floor.

The cloth should be in line with the patterns and designs used in upholstery and bedspreads.

Velcro on the sides so as to avoid light entering the room

Wardrobe

Design and location will depend on the type of the room and the decoration of the hotel (a fitted cupboard is recommended)

Minimum recommended dimensions: 170 x 70 cm

Electronic safety deposit box at least 1 metre high. There must be no obstacles that prevent it from opening/shutting. Its size will allow a laptop to be kept inside

Will have a shoe rest

Upper rail with supports for coat hangers and fitted at a minimum height of 1.70 cm.

Pivotal or sliding doors with built-in handle.

Full-length mirror optional

Must have drawers and shelves

Lined internally with wooden panels.

Tie rack or hangers

When possible suites will have a walk-in wardrobe 1.2 metres deep and with hanging rails on either side, shelves and a corridor in between. Interior light will be activated when the door is opened

ROOM TELECOMMUNICA TION

Telephones

Two lines: voice and data

1 Telephone on writing desk with modem connection

1 Telephone in the bathroom (gondola type) located on the wall near the toilet

1 Telephone on the bedside table. The cable should reach either side of the bed

Telephones will have a voice mail with the following functions:

- Recording time and date of the messages
- Possibility of deleting and recuperating messages
- Automatic wake-up alarm
- Automatic group wake-up alarm
- Display screen with the name of the caller
- Call on hold signal
- Luminous indicator for messages
- Three-way calls
- Voice guides (in several languages) with instructions on the various functions available
- Blocking system for receiving calls "do not disturb", making calls or for listening to messages

There must be clear instructions on how to use the telephone and the room number will be printed on it

The telephone will have a button for contacting the Manager on Duty "SERVICE DIRECT"

The telephones will have pre-programmed numbers and pictographic with the hotel's main services and departments, as well as customer services (Guest Satisfaction, etc.)

Computer connections

All rooms be equipped with the necessary connections so that guests can access internet, e-mail, use a fax, printers, etc.

There must be three sockets with an earth connection for electrical apparatus located in the upper part of the writing desk

An approved ADSL/ Broadband connection on the upper part of the writing desk. Guests will be provided with international adapter plugs on request

TV and Audio

Colour 25" television set (27" or 29" in suites) with a sound control system set at 50 dB and with remote control

Additional 25" TV in the lounge in suites and junior suites

24 channels minimum: National & International (satellite) TV, radio, Pay TV programmes. TV offer adjusted to the majority of nationalities in the hotel

Pay Per View TV (Pay TV)

It is mandatory for hotels outside of Spain to have Spanish channels

Interactive system for:

- Viewing Hotel statements
- Receiving personal messages
- Wake-up service
- A Sol 5 star channel / Info channel
- In-house information
- Reporting a breakdown in the room
- Requesting Room Service
- A conference channel (optional)

There will be clear instructions on how to work the television and a TV programme alongside it

A TV Web service will be provided with a wireless keyboard in countries where this service is available

Suites and Royal Service rooms will have a HI FI with a CD player

BATHROOMS IN GUEST ROOMS

The size of the bathrooms will be in accordance with local customs and taking as reference the sizes used by competing hotels, although they must never be less than 6 m².

For handicapped guests, the surface area of the floor should include an area totally free of obstacles measuring 1,5 m in diameters and 1.07 beside the toilet

Suites will be fitted with a Jacuzzi bath

In Suites and Royal Service rooms the toilet and the bidet should be in a closed area separate from the rest of the bathroom (not applicable in rooms for handicapped guests)

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Finishing's

Walls with ceramic, marble, stoneware or typical local tiles

Floors with non-slip ceramic, stoneware or marble tiles

Ceiling with strip panels, smooth surface for easy cleaning. The panels should be perforated above the bath area (in a vertical line from the shower) and above the WC to allow steam and odours to flow through to the double roof where they will be eliminated by a shunt ventilation system.

Electrical Outlets

There should be a socket near the basin unit with two types of international voltages (110,220) as well as the local voltage where applicable. The sockets will have different coloured covers, always using red for the one that does not correspond to the country for easier identification. Maximum height 1,50 m in rooms for handicapped.

Bathrooms in guest rooms will have identified protected and prohibited areas, thus complying with the MI-BT 024 Regulation

Sometimes local regulations oblige the installation of sockets with limited amperes for electric shavers in bathrooms. These sockets must be appropriate for European, American and English plugs

Lighting

Overhead light: 15 W (low consumption)

Sufficient lighting must be provided in areas used for cleansing purposes: 500 lux

Lateral light by the basins

Watertight light above bath/ shower

Heating & Air-conditioning

Heating: can be infrared, heaters with a thermostat, etc. When using electrical heaters, they must have an earth connection and high current overload switches

Suites will be fitted with heated flooring

Shunt ventilation

Bathroom door

Entrance door: wood lagging 75/80 cm. (90 cm sliding or outside opening for handicapped guests)

If the WC is in a separate cubicle, the access door will measure 65/70 cm. If there isn't enough space, a sliding door will be fitted (avoid as much as possible, as they are very problematic)

Can be made of different materials (depending on decoration). If it's made of glass, it must be the non-splinterable security type. Translucent and properly indicated (approved) ones are recommended

Bath / Shower

170 x 70 cm

non-slip, enamelled cast iron, and with a safety bar

Separate shower is recommended with minimum measurements of 90 x 90

Rooms for handicapped guests will be provided with a shower base at floor level slightly leaning towards water outlet; adjustable hand-held shower head with a flexible metallic cord; movable chair; wall mounted handrails accessible from wheelchair (one vertical 60 cm long, one above horizontal 20 cm long, one below horizontal 60 cm long)

Non-splash screen recommended (never in handicapped rooms); otherwise cloth curtain (with no logo).

The bathroom curtain will be hung of a rod fitted 7 cm away from the bath, so that the curtain hangs in the bath at an angle, and doesn't move or use-up space (the curtain should hang 20 cm. below the level of the bath)

Heated towel rail, in stainless steel, fitted at the end of the bath

Clothes rack for two garments, located near the bath

In shower for handicapped guests, the towel rail and the hanger must be fitted at a maximum height of 1,50 m above floor level and the fixture of handles and rails should withstand 114 kg.

Basin area

60 cm. Fitted porcelain basin; 2 units (1 optional)

Automatic drainage (plug)

One handled taps

Marble or stone shelf, measuring 1.20 cm. minimum

Wall to wall mirror with anti-steam system

Magnifying mirror with articulated arm fixed to the wall

Tissue dispenser (if there's room for the slot)

Towel holder (stainless steel ring or bar) or rectangular slot in the border of the surface surrounding the sink.

Hairdryer

Bathroom scales in kg/lbs at least in Royal Service rooms and Suites, under the basin and away from splashes

WC

Porcelain. With low water tank, quick and silent filling. Double flush water saving button. Fixed to the wall to facilitate cleaning

The toilet roll holder must be located away from damp areas to avoid it being splashed, although reachable from the WC

Stainless steel replacement toilet roll holder set at a lower height

In rooms for handicapped guests, horizontal handrails on both sides at 75 cm. The toilet roll holder will be fitted at 43 cm above floor level.

Bidet

Mandatory depending on country customs

Porcelain bidet, fixed to the wall to facilitate cleaning

One-handed taps with automatic plug

Stainless steel towel rail

ROOM FLOOR CORRIDORS

Signs should indicate the direction to the rooms, located at the beginning and end of corridors, the lifts area and in the room itself. The design should follow the guidelines detailed in the [Corporate Identity Manual](#).

Rooms for handicapped guests and non-smokers should also be adequately indicated

1.8 to 2 m. wide by 2.7 metres high. In change direction, the passages will provide enough free space to allow wheelchair manoeuvring.

Walls and ceilings should be light in colour

Floors should be covered with carpets in City hotels so as to reduce noise and marble or tiles in Resort hotels with open corridors

Lighting during the daytime in closed corridors and 50% less during the evening

One ceiling light over each room door which will usually be used as the evening light

The lighting will be connected to the mains and according to daylight

Open hotels with bungalows will have lighting on the paths for accessing the villas, gardens, stairways to the villas, etc.

Emergency lighting for electrical failures. This lighting should be at least 50% of the total

The corridors will have a housekeeping room, which will be kept under lock and key and will have a WC and a sink with water

It will also have a closed linen area

Inside the office or elsewhere, there will be a small space for storing amenities that could be requested by guests

Heating, ventilation and air-conditioning systems and electricity and gas conduits should be hidden behind skirting boards and be appropriately insulated and protected by anti-fire systems and shut off valves by area, columns or floors

SIGNAGE AND LANDSCAPING

Check the [Corporate Identity Manual](#) for more detailed information

Outdoor Signage

Roof sign: approved sign in accordance with the Hotel's architecture and customs of the country. The ideal location will be found taking in consideration the optical view from the various entrances to the hotel, repeating the sign in different positions should it be necessary

Exterior entrance signs: Should be the same type as the roof signs; vertically centred or horizontally aligned depending on architectural characteristics (marquee or wall)

Hotels that are difficult to find should have signs on nearby streets indicating direction

When allowed, signs indicating the direction of the hotel should be displayed on highways and main roads

Interior Signage

Interior access and arrival signage will be with a strip system, either standing, fixed to the wall, hanging from the ceiling or "banner-like" depending on the architecture and decoration of each hotel

Supporting structures for temporary information

Stands or displays with a glass door or digital supports

Flags

Flags will be hung outside depending on local protocol. This order can be followed as a guideline (from right to left):

- One with the corresponding brand
- The one pertaining to the Autonomous region or town
- The country where the hotel is located
- The country flags of the hotel's regular type of customers

Landscaping

Depending on urban development restrictions, the hotel will have elegant, professionally designed floral and natural gardens

Extensive gardens in harmony with the surroundings, lakes, mangroves (where existing), etc, giving the impression of an environment friendly hotel

ACCESS / LOBBY

Open area. The arrival and departure lanes will have a minimum width allowing 2 vehicles to pass by at the same time

Must allow easy access and movement of buses

The entrance of the building will be well identified by the design of the marquee, flags, signage

Should have an access ramp for handicapped guests

Should have separate access doors for staff and merchandise

Main Entrance

Should have a marquee. The space below should allow movement of traffic. The height of the marquee will be indicated in a visible place

The main entrance should consist of a double door 2.5 metres apart. The hotel's anagram should be engraved on the doors. Preferably the doors should have an automatic opening. A revolving door is recommended, controlled by a photocell, and pivotal conventional doors with a minimum width of 90 cm. should be installed on both sides. These should be fitted with anti-panic locks and can also be used for entering the luggage of individual guests

The door must have a minimum width of 1.8 m.

There must also be an independent entrance for group luggage

The previous specifications will not be considered necessary for hotels which, due to their location, require more "open" buildings and structures (tropics, etc.), and integration with large gardens, ponds, fountains and the appropriate decoration

Lobby

Will provide a general heating and air-conditioning system (for closed hotels)

A separate counter will be located near the main entrance which will control bellboys, left luggage and car-park attendants

Front Desk- Concierge will have a joint counter (or a counter for each section), with computers fitted into the back

A Sol 5 star corporate bell will be placed on top of the Front Desk counter

A Public Relations table must be placed in the lobby area, near the Front Desk-Concierge counter, with a telephone and computer connection

A display cabinet/unit will be located in the lobby for individual brochures pertaining to Sol 5 star hotels for cross-selling actions

The hotel must have a sufficient number of public telephones according to the amount of beds they have available

They should provide a notebook and a pen, and will be separated by a wall or booth

Telephones for internal calls should be installed on the front-desk while telephones for external calls should be installed in phone booths. Public coin-operated telephones can be installed in those hotels where local regulations allow

At least one public telephone must be adapted for use by handicapped guests

RESTAURANTS AND BARS

The number of restaurants and capacity will be sufficient with regard to the number of beds in the hotel and the forecasted occupancy, local customers and groups. Below are the minimum requirements:

- 1 restaurant. Principal

- 1 speciality restaurant (4 in All Inclusive hotels)
- 1 a la carte restaurant, gourmet cuisine with renown chef (recommended)
- 1 Grill/ Barbeque restaurant in resort hotels

Main Restaurant

Aprox. Room capacity: Resort hotels 0.75 m2 x seat available plus 100 m2 for buffet and scullery; City hotels 1m2 x room available plus space for the buffet and scullery

The main restaurant should have the largest capacity, as it is where the main meals will be served with a buffet service and show cooking

Decoration can vary depending on the atmosphere we wish to create. The decorations must be fireproof. Furniture should be positioned depending on the layout of the premises.

Should provide service sideboards, trolleys for presenting desserts, cheese and special dishes. The buffet should be made of high quality materials

Should provide air-conditioning. If it's an open restaurant it should have fans

Piped music (optional) and a public address system will be available and controlled from the outlet itself

A la carte / speciality Restaurants

15 tables recommended capacity .

Closed area with air-conditioning

Luxurious decoration in harmony with the intended ambience

Lighting with intensity controls

Waiting hall with sofas and bar service

The menu should be displayed on a stand by the entrance

Double entrance door to the kitchen

No smoking area

Show cooking optional

Grill/ Barbeque Restaurant

Rustic design (pool restaurant style) near the beach or the pool, protected from the wind

Rustic or beach style furniture

With a built barbeque/ grill

Fish & shellfish tank (optional)

Fans

Scullery

Bars

Depending on capacity and demand, the following bars will be available:

- Lobby bar: located in the lobby with main activity during the evening/night. Decoration in harmony with the rest of the Lobby. A small auxiliary bar (depending on demand) can be available near the Front Desk, open during the daytime

- Bar Cafeteria

- Snack bar

- Cigar bar

- Swimming-pool bar: will have two sections - one providing service to the swimming pool itself (guests in the water) and another providing service to the swimming-pool surroundings. In many cases it will also include the beach area

- Entertainment bar

All bars will have a service room

Will have its own particular name, properly indicated

Adequate lighting (above the bar counter with intensity controls)

Back cabinet with cupboards for storing glassware, crockery, drapery, bottles, ice cube containers and coffee making equipment

The bar counter will have a foot rest, hooks on outer part and wastepaper baskets visibly but discreetly placed

KITCHEN

The kitchen area will be 50% of the size assigned for the restaurant room

Doors should be 1.2 m. wide, opened by pushing and closed automatically
Walls tiled from floor to roof
Water-proof, non-slip floor. Slopes down to drainage outlets
White enamel ceiling
All corners rounded off
Should be correctly designed, no spacious without wasted space, ramps, steps or corners
Mixing raw and cooked foods must always be avoided. Kitchens must therefore be designed to allow raw materials received to be stored directly in pantries or stores
They will be divided into three large clearly differentiated areas: Cold, Hot and Damp
These areas must have the right temperatures:
· Cold, 18°C maximum
· Hot and damp between 22 and 25°C.
Lighting should be bright enough to allow food preparation
Light sources must be easy to clean and protected
Windows will be protected with an anti-rodent and anti-insect mesh
All kitchens should be fitted with the following basic equipment:
Hot & Cold drinking water. Pressure 3-3.5 bars
Treated water. Quality; hardness 7°- 12° (French degrees), chloride <200 ppm.
Electricity 220/380/440 V
Gas
Smoke extractor (20/25 renewed/hour)
Fresh air injection. Keep in shallow hollow
Telephone
Adequate drainage outlets (with a trap)
Facilities for pressure cleaning
Anti-damp facilities
Sufficient chambers with the required temperature and maximum consumption capacity, taking into consideration the frequency of market service
Should have appropriate cold rooms, cooking area and quartering room
Dishwasher with a moving belt: Washing system with hot water at 60-70°C. Minimum rinsing temperature of 82°C or using a chemical system
A first aid kit must be provided for any accident that could occur during working hours
The hotel must comply with the health and fire prevention legislations of the country where it is located.

MEETING ROOMS/HALLS

The amount of meeting rooms the hotel will provide will depend on its capacity and the market research that has been carried out

A main meeting room that can be divided into smaller ones is recommended

The hotel will provide breakout rooms. The total capacity of all these rooms must be equal to that of the large room. Ideally, these rooms should have a capacity for 20 to 50 guests.

Board Room

A top quality meeting room is recommended (wood, leather) with a capacity for 20 persons and fitted with state-of-the-art technological equipment (i.e. video-conference) and maximum privacy. It will be preferably located on the Royal Service floor

Lighting

Whenever possible meeting rooms should always receive natural light and fitted with extra thick curtains to darken the room whenever required

Ceiling lights which allow adjustments in the intensity by remote control

Lighting controlled and programmed by sections with a control unit

Heating & Air-conditioning

Heating/Air-conditioning with independent free cooling system for each subdivision of the meeting room

ENTERTAINMENT
/HEALTH CLUB

Entertainment room with a capacity for 70%-80% of the total amounts of beds available in the hotel
Must be located near the restaurants area
Should have a stage, dressing room, costume storage room, space for musicians, bar, show lighting, public address system, etc.
Must be an open room, properly ventilated and with the emergency exits required by law

Other Entertainment services

- Nautical sports hut with equipment storage
- Mini Club and children's games
- Club House

Spa Health Club

The hotel will provide a Spa-Health Club with the following facilities:

- Gymnasium
- Aerobic room
- Squash
- Sauna
- Turkish bath
- Massage parlour
- Swimming pool, Jacuzzi
- Men's & Ladies baths and showers
- Beauty parlour
- UVA
- Selling of related products

Depending on the space available and frequency it will be used, the general manager will allow the entrance of members and local customers on payment of a monthly fee

PUBLIC
LAVATORIES

They will be located near the lobby, dining room, public rooms, meeting rooms and the swimming pool

There should be separate Ladies and Mens toilets

There will be toilets for the handicapped, with 90cm door opening outwards with smooth opening and automatic closing, as well as handrails and sufficient space for manoeuvring a wheel chair (1,50 m diameter obstacle free). The sink must measure 1.5 x 90 cm

Porcelain tiled walls, soundproofed ceilings - can be easily cleaned, floors with non-slip porcelain tiles

The sink shelf must be set at height between 81 and 86 cm. with laminated stone or marble

The front piece should bear in mind the plumbing installations and any supports should be avoided when possible

Frontal and lateral lighting by the sink shelf. Controlled by a sensor mechanism that detects human presence in sink areas and by time switches in toilets

Fresh or dry flowers will be placed

Must have a mirror with a minimum width of 90 cm. and smoothed corners or frame

The sinks will be fitted with an overflow and plug

One-handed taps

Urinals in the mens toilets will be fitted with a flush system controlled by photoelectric cell with automatic freshener system

Preferable that the toilets are fixed to the wall

The surface of the toilets will be acid-resistant

Smell elimination mechanism separate from normal ventilation system

City hotels will provide individual terry hand towels with a wicker basket for collecting soiled towels. Resort hotels will provide a hand dryer with rotating tube or disposable paper system

Liquid soap dispenser

Loudspeakers for the public address system

Coat hooks near sink area and in toilets

Closed bins with hygiene bag next to the sinks and in lady's toilets.

**OTHER SERVICE
AND PERSONNEL
AREAS**

Business Centre

Depending on the hotel's needs and possibilities, the Business Centre will be a department with its own equipment and facilities or will share resources and functions with other departments. It will be located near the Front Desk or near the Royal Service lounge

Laundry

Laundry staff should move around guest areas using service corridors

The building should be designed to allow an efficient circulation of laundry items, both internally and externally, the storage of linen and cleaning materials

When the laundry service is not contracted through an external company, the hotel will have machinery to provide the following services:

- Washing, drying and ironing of bed linen and bathroom towels of the guests
- Washing, drying and ironing of hotel's drapery (table cloths, napkins, etc.)
- Washing, drying and ironing of guest's personal clothing
- Washing, drying and ironing of uniforms
- Dry cleaning
- Sewing material for guest & staff clothing and hotel drapery and linen

Medical Centre

Hotels located far away from towns/cities will provide a room for a doctor for receiving guests and members of staff

Boxes in Lobby

Tables/counters will be provided in the Lobby area for TT.OO. guides and also for renting to external companies that provide other services (Rent a Car, Travel Agency, etc)

Shops

Depending on guests' needs, the hotel can provide the following shops:

- Newsstand
- Crafts shop
- Perfumery
- Boutique
- Jewellers
- Small supermarket

Offices

Depending on capacity and architecture the hotel will have offices for:

- General Manager
- Assistant or Resident Manager
- Administration Director
- Rooms Division Manager
- Housekeeper
- Front Desk Manager
- Revenue Manager
- Human Resources Manager
- F&B Manager
- Banquets Director
- Maintenance Manager
- Security Manager

The management and administration area, especially those offices visited by guests, should have the quality and standards of any other public area

Maintenance

The hotel will have repair service room for repairing equipment and facilities as well as for storing materials. In some cases hotels can use external companies for maintaining their facilities. More detailed information in the [Maintenance Manual](#)

Should provide the ServiExpress or Care service for rooms repairs

Personnel Facilities

The following facilities will be provided for the staff:

- Changing rooms for staff
- Changing rooms for department managers and directors
- Staff rest room
- Staff dining-room
- Separate mens and ladies toilets and showers
- Individual lockers in the changing rooms (should also be provided for temporary staff)

LIFTS

Should comply with the regulations on lift safety of the country where the hotel is located

The General Manager will be responsible for lift maintenance as frequently as required by law

Lifts should always be available whenever the vertical distance to be covered is greater than 7 m. The number of lifts for guests in hotels with more than three floors will be determined through a specific report

Resorts with large distances between bungalows and public service areas will provide a "train" transport system

Lifts will be located in the lobby, as near as possible to the Front Desk

Lift cabins should provide a mirror and display unit. The unit will be used to promote the services of the hotel. The information will be designed and handled in the most professional manner

The bell indicating arrival to a floor will not disturb nearby rooms

It is mandatory to include the public services that are provided on each floor inside the cabin, beside the floor numbers

Lift safety

The cabin should provide permanent lighting, lighting up the floor and the area surrounding the lift buttons

Must have an automatically rechargeable emergency light

Should be fitted with an easily accessible and recognisable alarm device

Will be equipped with a stopping device

All signs and operating instructions must be clearly legible and understandable, with the help of signs and symbols:

- On the outside of the cabin, near the buttons, an indicator with "do not use in case of fire" will be displayed
- Must indicate nominal load of the lift in kilos, as well as the maximum number of people allowed
- Name of the supplier, inspection dates and lift identification number

Lifts should provide a safety door inside the cabin

Handicapped Guests

Lifts should comply with requirements so that all types of invalids can use them

Lift cabin serving an accessible route, requiring the following minimum dimensions: Depth in direction of access: 1,20 m, Width: 0,90 m; Surface: 1,20 m²

The wall handrail will be fixed at 90 cm. Buttons at a maximum height of 1,20 m. No loose carpets on the floor.

Cabin and doors will be protected with a metal or rubber protection 0,40 m height.

Doors will open automatically with a minimum width of 90 cm

Must provide signs for Braille readers by the control panel and acoustic signals

SWIMMING POOLS Optional for city hotels

The general manager will be entirely responsible for complying with existing legislations (lifeguard, swimming-pool maintenance technician, security and hygiene)

A panel displaying requirements and safety measures established by law
The design and maintenance of the swimming pool will comply with existing local regulations
They will be comprised of a bathing basin and encircling path. Can be surrounded by gardens or beach
Must have a width of 2 m around the bathing area with a minimum slope of 2% towards the basin
Decorative or other types of elements can be installed, although they should never exceed 20% of the perimeter of the swimming pool
Each element mustn't measure more than 8 m.
Should provide necessary facilities to guarantee the working of the swimming pool and its surroundings: toilets, changing rooms, water treatment, etc.
Swimming pools in resort hotels should have toilets less than 60 metres away from the swimming pool basin

The architecture of the facilities must be orientated towards avoiding accidents and health risks
The basin will have a non-slip bottom
Depths under 160 cm will have a minimum slope of 2% and maximum of 10%.
Greater depths will have a maximum slope of 35%
Changes in slope and depth will be clearly indicated
If the pool has interior lighting, it must project a uniform and strong light, illuminating the bottom of the swimming pool without reflecting or glaring
Walls will be lined with water-proof materials which must be resistant to chemical agents
Diving boards and spring boards should be made of non-rust and non-slip materials. All means of access will be equipped with a safety bar
A ladder will be installed by every change in depth
Swimming pools with a depth over 7 m will provide a ladder/ stairs every 20 m
The ladders will have a stainless steel finish
The steps should be flat and non-slip without sharp edges
Should provide access suitable for handicapped guests, in accordance with the established regulations (either hydraulic chair, or water at floor level plus wall-mounted handrails)

The water intake and feeding points in the swimming pool will be covered with a rigid grid. The gaps on the grid should have a diameter no greater than 2 cm.
All rims, angles and borders must be smooth and rounded
All swimming pools should provide a telephone and information on emergency services, as well as a first aid kit

Resort hotels will provide a swimming pool for entertainment activities, located near the main swimming pool

Swimming pools for children under 6 years

It is recommended to separate them from the adults area, if that weren't the case they should at least have a built separation
Should provide its own filtering system
Maximum depth should be 60 cm
The bottom of the pool won't have slopes greater than 10%
There should be a stainless steel ladder every 10 m when depth exceeds 30 cm

Heated Swimming Pools

Should provide appropriate facilities for ensuring the constant renewal of air, which must have a higher temperature than that of the swimming pool water and a relative humidity under 185%
The temperature of the swimming pool water should be between 22°C and 25°C
Must provide a life saver every 20 m, with a rope measuring 3 m more than the width of the pool
The paving of the solarium surrounding the pools will be made of a non-slip material that doesn't allow puddles to form

SAFETY STANDARDS

Must strictly comply with all existing local building legislations relating to safety standards, as well as with the following minimum requirements. [Housekeeping Manual](#) (Chapter on [Safety](#))
The General Manager will be responsible for carrying out fire and evacuation drills, as well as inspection of the alarm systems and maintenance of the fire extinguishers as frequently as required by law

Staff must receive training in regard to the Emergency plan in line with local regulations relating to fire prevention

The maintenance department will have staff trained on the use of the appropriate equipment in case of fire

Emergency exits and evacuation routes

Evacuation routes are horizontal or vertical routes that, passing through public areas, lead from the door of each area to the street or an open space with access to the street

Lifts are not considered evacuation routes

The number and location of emergency exits must allow a trouble-free evacuation of the building

The maximum distance from a room to an emergency exit route must be 25 m.

Minimum width of landings and other emergency exit routes to outdoors: 1.4. m.

All indoor and outdoor emergency exit routes as well as areas to be used by the fire-fighting services must be kept permanently free of obstacles

When emergency exit routes may be used for various purposes, they should have a maximum width allowing a maximum number of people to use them

Emergency exits and doors must be appropriately indicated with a luminous arrow

Internal exits must always be well-lit at night or whenever necessary

Staircases in tall buildings must be fireproof and waterproof

Emergency lighting systems in Food and Beverage sales outlets without natural light should operate from the time guests arrive to their departure. The same principle should be applied to the rest of the hotel if there is not enough natural light available

Meeting rooms with a capacity for over 200 guests as well as those located below ground level should have two exits, preferably located on opposite sides of the room, leading to outside, the hall or a service stairway. One of the two exits may also lead to another meeting room

Doors

Doors, including fireproof ones, must open easily (using one hand). Emergency doors must be equipped with a safety bar

Emergency doors should open in the direction in which the evacuation would occur

Revolving doors are not allowed in emergency exits. Door stops should be installed

Automatic sliding doors are only permitted for exits to outdoors and only when they operate in emergencies. Non-automatic sliding doors are not permitted

FR doors will be activated from the fire control panel

Stairways and landings

There should be at least two exit stairways

Exit steps should withstand a large movement of people; they should have a minimum height of 16 or 17 cm.

Stairs should have handrails on both sides

Stairways wider than 2.5 m. should be divided by banisters

The entrance should be separated from other halls or fireproof walls

The doors separating exit stairways from halls should be fireproof and should close automatically. Glass used in doors should be unbreakable and have a minimum width of 6 mm.

The distance from the last step to the door to the outside should be no greater than 20 m

Finishing materials

Emergency landing floors and staircases must be fireproof

Large glass surfaces will be identified with approved stickers at a height of 1.5 m.

Curtains in guests rooms and the rest of the hotel must be fireproof

The material covering walls in rooms must be fireproof providing safety legislation does not allow medium-resistant materials.

Ventilation Systems

Guest rooms and warm areas should provide an air extraction system

The ratio for ventilation capacity in public areas is 12 m³ of external air per square metre

Smoke extracting systems must be made of fireproof materials

Smoke extractors should be vertically built

The air ventilation system may be used to extract fumes, provided it will continue to function in emergency situations

Electrical installations and emergency lighting

An emergency lighting system should be installed in halls, stairways, exits and any other emergency routes to allow the evacuation of guests and staff during power cuts

The emergency lighting system should be powered by an independent generator that starts up automatically and will run for at least two hours.

The minimum lighting capacity allowed is Lux/m²

The signs indicating emergency exits should also be connected to the generator along with other vital equipment, such as water pumps, switchboards, public address system, etc

Buildings with rooms at a height above 22 m should have at least one lift available to be used by the Fire Brigade in emergencies

Extinguishers, smoke detectors and alarm systems

There should be an extinguisher every 25 m² on each floor or fire area

A fire extinguisher should also be installed alongside the exit stairway

Enough additional extinguishers, ion smoke detectors and alarm switches

Sprinklers (optional) are recommended for hotels more than three stories high. Mandatory in countries where it is required by law

The hotel should be equipped with an alarm system to warn guests and staff in case of emergencies

Emergency signs

There should be a clearly visible floor plan on each floor, indicating the location of the staircases, corridors and emergency exits. It should also indicate the location of fire alarms and extinguishers and the directions that should be avoided during an evacuation

In guest rooms, near the entrance door, a sign will be provided informing on the location of the room with regard to the nearest evacuation routes and how to get outside

The evacuation route signs (stairways, corridors, etc.) will use have the letters "EXIT" or graphic symbols and arrows indicating the direction to be followed

Signs or symbols should be directly lit with emergency lights

The signs must be placed intermittently from the beginning of the evacuation route to the emergency exit door, in a way that when one sign can no longer be seen, the next one can

All exit doors (normal or emergency) must have a sign above its lintel with emergency lighting and the wording "EXIT", etc. or corresponding graphic symbol

The "NO EXIT" sign or graphic symbol must only be placed in those areas that may confuse an evacuation route, such as the doors located on emergency routes that lead on to areas with no way out or on to other dangerous areas

Fire prevention means

The hotel's fire prevention means must be centralised. They should include:

- Control room
- Telephone switchboard and public address system
- Emergency generator
- Water pressure groups and tanks for fire fighting
- Lift emergency manoeuvres
- Automatic detection systems for temperature, smoke and gas, flames
- Alarm systems: alarm switches, alarm bells or sirens, intercoms, public address system
- Manual extinguishing systems: water post, fire hydrants (only to be used by firemen), portable extinguishers (water, powder CO₂, halon) and dry columns
- Fixed automatic extinguishing systems: water (sprinklers), powder, CO₂, halon
- Emergency installations: lighting, fire doors FR, fire gates in ducts, ventilation

SERVICE

VIP GUESTS

Rooms will be reviewed by the Quality Manager/ GSA, in order to check that everything is in order (cleanliness, functioning) and courtesies available:

- Water and basket of fruit or any other typical local courtesy on arrival
- Personalised Welcome letter signed by the hotel's General Manager
- Flowers
- Canapés
- Champagne
- Newspaper in guest's language
- Assorted bathroom amenities (better selection than for standard rooms)

2 VIP Guest levels for establishing the quantity and quality of the courtesies provided in the rooms:

- **VIP** (Very Important Person): only for exclusive guests. It must be authorised by the Hotel's General Manager
- **VVIP** (Very Very Important Person): only for extremely exclusive guests, such as important personalities (Prime Ministers, Royalty, etc.). This category can only be authorised by the E.V.P. of the Division or the Hotel's General Manager

Courtesies for honeymooners will comply with the signed contracts

VIP guests will be welcomed by the Hotel's General Manager, or in his/her absence by any other member of the management team

The GSA or Public Relations will call them by phone on behalf of the General Manager to introduce him/herself and welcome the guest to the hotel.

GUEST INFORMATION

Organise induction courses on the company and the hotel (product and service) for staff. Depending on their duties, each member of staff should be provided with up-date information on the following subjects:

How to reach the Hotel

How to reach the hotel (what highway to take from the airport ...)

Features of the building

Safety equipment, emergency exits
Year it was built, major refurbishments

Rooms

All types of rooms (standard, junior suites, suites, etc.).
Rates
Facilities (shower, hairdryer, minibar, TV, plugs, piped music, safe deposit box, etc.)
Functioning of all the facilities and room services (key, TV, interactive TV, minibar, hairdryer, air-conditioning, etc.)

Food & Beverage

Dining Rooms, Restaurants, Bars, Room service, Minibar)
Location
Timetables

Meeting Rooms

Name
Capacity
Location

Services and facilities of the hotel

Laundry, Business Centre, Gym hall, Hairdresser, Swimming pool, Tennis, Entertainment, Parking, Shops, Royal Service, Doctor, etc.

Directories and information, hotel brochures and rates
Specifications by the owner and/or operator
TV Programme
Plans of hotel and facilities must be available for emergencies, firemen, as well as the Evacuation Plan .

Local Information

Map of the city
Post and messenger service
Information regarding transportation facilities to the City
Information regarding transportation facilities outside the City (flights, trains, ships, buses) timetables, rates, bookings, etc.
Information on vehicle related services (petrol stations, mechanics, automobile clubs, etc.)
Banks and foreign bank agencies
Embassies and consulates
City events
Culture and Tourism
Leisure (cinemas, theatres, theme parks)
Religious services
Hospitals
Chemists
Department Stores

Weather forecasts

As a supplement to the weather forecasts provided by the Front Desk- Concierge department, information will also be placed near the hotel's entrance so that guests can directly check the forecast themselves)

The installation of a monitor/TV screen in the Lobby is recommended (Built in and in accordance with decoration) connected to a weather forecast channel (if the country has one).

In some countries the same channel also provides financial information (stock exchange)

**FRONT DESK/
CONCIERGE**

More details and specific information can be found in the [Front Desk-Concierge Manual](#)

Guests will be attended 24 hours a day, either by a specific department (concierge, front desk, telephone operator, Club House, etc.) or by the entire Front Desk Department to provide the following services: Check-in & Check-out; Messages, Packages and correspondence; Safekeeping valuable belongings; Medical service; Wake-up calls; Telephone operator; Currency Exchange

Transfers

Hotels can provide on request a service for collecting guests at the airport or other major passenger arrival points (maritime or train stations) and vice versa. This will usually have a charge, unless it is included in the contracted services or the market conditions or hotel accessibility recommend gratuity. Type of transfers:

- Shuttle or minibus transfer
- Limousine service
- Helicopter (depending on the location of the hotel)

Parking and Luggage

Guests may park their cars in the parking lot the hotel has available for clients. Normally this service will be charged, depending on where the hotel is located, competitors and size of the parking lot.

Optional valet parking service (extra charge)

Minimum 16-hour doorman or porter service
Porter/ bellboy service for group arrivals
Luggage trolleys available
Closed luggage office for storing luggage for short periods of time
Luggage stored in the luggage office will be properly identified, and guests will be given a slip which must be returned when collecting their luggage

Courtesies in public areas

Front Desk/ Concierge will have a basket of sweets, chocolates (with the brand of the Hotel) fruits or a similar local product on the counter
Free press available at front desk, lobby or common areas
The lobby will be decorated with flowers which must be kept fresh

Signage at Front Desk

A sign identifying the property or the operator of the hotel must be clearly displayed
When the hotel and the operator are included in any type of printed material as licensees, the following text must be included: Operated by (name of the licensee) under the licence by (name of the licensor)
If the printed material includes the hotel and the owner as licensee, the following text must be included: "Property of (name of licensee) and operated under the licence of (name of licensor)"
Manager on Duty
Currency exchange rates
Timetables and services
Clock visible 5 meters away
Royal Service (if applicable)

Booking and contracting external services

Front Desk should have available information on booking services that are usually requested by hotel guests

Flight and train confirmation, modification, cancellation and booking
Booking tickets for shows
Booking tables at restaurants
Bookings at other Star hotels
Taxis and limousines
Excursions, complying with Tour Operator agreements
Post and urgent messenger services
Translators, secretarial services, flower shops, baby sitters, rental of audiovisual equipment, mobile telephones, etc.

CHECK-IN

Guests will be greeted and attended according to the procedures established in the [Front Desk-Concierge Manual](#)

When a guest identifies themselves during check-in as holder of a credit card, they will be informed of the express check-out service or express departure. The hotel will keep a credit card slip signed by the guest.

Guests will be offered credit

Facilities for group arrivals

The hotel should provide an efficient group arrival system
If possible, check-in procedures will be completed at a separate front desk counter
The hotel will try to have the rooms pre-assigned
Bus drivers and guides should be provided with a welcome courtesy

Information and other elements provided to guests during check-in

Guests will be given a "Welcome" card or equivalent
Room key
Guests will be given a brief summary of the contracted services and other services provided by the hotel, as well as clear indications on how to reach the room when nobody accompanies them

When it proceeds, guests will be given meal vouchers, food and beverage cards or similar accreditation that allows them to receive these services

During check-in at All-Inclusive hotels, guests will be given a bracelet or special card (preferably with a photo) to identify them as a hotel guest. Bracelets or cards should be in several colors, depending on arrival dates, type of board or other factors (children under 16 years, VIP guests, etc.)

Accompanying guests to their room

This services is provided for special circumstances (handicapped, VIP guests, etc.) and for guests who may request it. Hotels with a large horizontal surface will have a service for transporting guests to their rooms

Umbrella Service

Front Desk/ Concierge will have an umbrella available

On rainy days, guests will be accompanied from the hotel entrance to their car or taxi and vice versa

CHECK-OUT

Guests can use the "Express Check Out" service when requested

Guests can check their hotel statement on the interactive TV (if it exists), giving their approval over the TV or by calling Front Desk

Late Check-out

Departures should normally take place before 12 am. If guests don't extend their stay but wish to depart after midday, generally, if availability allows, they will be charged a supplement for day use.

This service can be complimentary when specified in writing by the hotel's General Manager

Guests who are holders of Regular Guests cards have the right to stay free-of-charge until 4 pm (Regular Guests gold until 6 pm) when previously requested (depending on availability and the General Manager's criteria)

Room for refreshing after check-out

A room is available for guests whose departure is after maximum check-out time, where they can change clothes or have a shower before departing.

Messages and correspondence

Immediate reception and delivery of messages, faxes, e-mails and correspondence free of charge for hotel guests. When providing this service, the right forms and slips must be completed.

When guests participate in a meeting, instructions will be given by the banquet department or event manager who will have previously agreed with the organiser whether the messages will be: taken into the meeting room; given to the secretary of the meeting; placed on a message board in front of the meeting room so that they can be seen during coffee-breaks; kept until they are collected at Front Desk or left in the guest's room.

Guests will be able to send faxes, e-mails, letters and packages by ordinary or urgent mail or messenger service, at a charge

Incoming and outgoing messages must be stamped by Front Desk with the date and time they were received or sent

Wake-up service

Programmed TV or telephone wake-up service. If this service is not available, guests will be woken up by the telephone operator on request

When there is sufficient demand, Front Desk will have luminous alarm clocks available free of charge for guests with impaired hearing.

Currency exchange

When country regulations allow, hotels will provide a travellers check and currency exchange service for their guests. This service should be available 24-hours a day for limited amounts which must be established by Management.

HOUSEKEEPING More detailed information can be found in the [Housekeeping Manual](#)

Welcome

When hotels have available an interactive TV system, guests will be welcomed with this system. The screen will automatically switch on when guests check-in to the hotel.

At Resort Hotels. Several guests will be invited to a welcome cocktail or a cocktail by the management

Courtesies in Rooms

Complimentary daily press distributed amongst rooms, using newspaper bags for: Regular Guests card holders, Royal Service bungalows and VIP guests, in accordance with guests' preferences and nationality

Electronic safe deposit box in all rooms free of charge

Coffee and tea facilities inside the rooms (coffee maker, coffee, sugar, two cups etc.) according to the market

If during a guest's stay, he/she celebrates a birthday, wedding anniversary or honeymoon, the GSA/ Public Relations will inform the General Manager so that he can personally congratulate the guest and send courtesies up

Butler service

Trained staff will be available during all shifts to provide technological support to guests who may request assistance for connecting computers or other electronic devices

Guest Amenities

Each room will be provided with a basic set of amenities, consisting of soap, bath gel, shampoo (see [Guest Amenities](#) section) on the day the guest arrives

A tent card with "Have you forgotten anything?" will be left in a visible place with instructions on how a guest can request other amenities that are not available in the room.

Supply of towels and bathroom amenities

Additional bath towels or other items requested by guests must be provided within the following 20 minutes, regardless at what time is made

Pillow Service

A pillow menu will be available for guests (at least 6 types)

Room Cleaning Service

For non-departure rooms (stay over) by 1 pm maximum

Daily change of sheets

Ecological towel changing (change daily if guest leaves them on the floor)

Turn Down Service / Tidying of Room

Tidy-up the rooms in the evening only on request (change of towels, clean-up the bathroom, etc.)

Traditional turn down service will only be available for VIP guests and those established by Management. It will only be carried out on the day of arrival, the rest of the days it will be left prepared in the morning when the room is cleaned. The following elements will be used:

- Breakfast order (according to Management's criteria)
- Chocolate, After Eight or similar
- "Sweet dreams" (can be personalised)
- Foot mat by the bed
- Large square cushion
- Pillow menu for the first day

Laundry Service

All hotels will have a laundry/dry cleaning service (belonging to the hotel or subcontracted), with information available for guests

They will always be returned before 6 pm. (if the clothing was handed in early in the morning)

Clean clothing will be left placed where the customer requested: folded or on coat hangers

Folded clothing will be placed in a basket, covered with a cloth or similar and decorated with a bow. Special cardboard pieces will be placed in "bow tie" shirts and cardboard for clean shirts, as well as including the "Thank you. Your laundry service" card.

When a stain can't be removed, the guest will be left a note informing of the situation

A Express Service is provided on request (with an extra charge) for clothes to be cleaned within 3 hours. In some hotels this service is only available on working days

Ironing service

Housekeeping service (with an extra charge) for ironing clothes, sewing or similar

The hotel will have ironing boards and irons available on guests' request (approx. for 2% of the rooms)

Shoe cleaning service

Guests may request their shoes to be cleaned by using the order form available

All hotels should have at least one shoe cleaning machine available, located in a common area, in a visible but discrete place.

Clean shoes will be returned in a cloth bag

Room breakdowns

Immediate response to minor breakdowns, according to the [Maintenance Manual](#). The breakdown can be informed by:

- Calling Front Desk
- Using the breakdown hanging card
- Interactive TV (only at hotels with this system)

FOOD & BEVERAGE

Room Service

Service provided 24 hours a day: 7 am to 11 pm full menu; 12pm to 6 am short menu

Optional at All Inclusive hotels

Minibar

Daily restocking (depending on consumption), with special attention paid to the placing of the products, quantities and expiry dates

Can be opened without using a key

BUSINESS CENTRE/ BUSINESS SERVICE

The hotel should have a Business Centre/ Business Service which should provide:

- Business service
- The Business Centre should provide a PC with internet connection, e-mail, fax and printers
- PC, modem, fax and printer rental for using in the rooms

Business Centre opening times will be from 8 am to 8 pm. Outside of these hours the hotel management will provide which services are available at specific times

COMMUNICATION

S

Telephones

All members of staff will strictly follow the regulations specified in the section included in the [Front Desk/ Concierge Manual](#) (i.e. answer before three rings) which are aimed at providing a friendly and efficient service.

Switchboards

A centralised telephone system will be provided for all services "SERVICE DIRECT".

Each hotel will publish a short and simple internal manual with instructions on how to use the telephone switchboard and its most common operations, also including the extensions of all hotel departments and other relevant telephone numbers.

The switchboard must have a screen showing the name of the guest and the number he is calling from, so as to personalise calls.

Public Address System

The public address system will only be used for piped music controlled by areas or for locating a guest for extremely urgent matters.

Preferably a bellboy will walk around the hotel carrying a sign with the name of the guest whilst ringing a small bell to draw people's attention.

On request, guests will be provided with a mobile telephone or pager service so that they can be contacted whenever required.

OTHER SERVICES

Swimming pool towels/ Sun beds/ Sunshades

Hotels will provide a swimming pool towel, sun bed and sunshade service, which will be controlled by the swimming pool maintenance technician, the entertainment team or the Front Desk/ Concierge department, depending on what has been established by the hotel.

Selling of goods

Guests should be able to purchase certain products at the hotel's shops, such as postcards and stamps; press; photography articles and a subcontracted developing service; cold water and refreshments

Street sellers are forbidden

It is forbidden to use the front desk to display brochures or other articles for sale that do not pertain to Sol

Medical Services

If the nearest town is at a distance, the hotel will provide its own Medical Service with programmed visiting hours with a doctor.

Those hotels that don't require this service, will provide a medical box containing oxygen and a well stocked first aid kit that should at least contain:

- Hydrogen peroxide
- Alcohol
- Disinfectant
- Ointment for burns
- Painkillers
- Cotton wool
- Sterile compresses
- Band-Aid
- Bandages in several sizes
- Gauze bandages
- Scissors
- Tweezers

At least one person with first aid knowledge should always be available

The hotel will know timetables, telephone numbers and addresses of several medical care centres (external or pertaining to the hotel), emergency services and chemists on duty which, between them will have a 24 hour coverage.

GSA PROGRAMME
/PUBLIC
RELATIONS

The Guest Satisfaction Assurance Programme/ Public Relations duties will be carried out by the GSA Manager in hotels where the programme has been implemented. Those hotels who don't have a GSA will carry out the duties established by the corresponding Operations Director, or by the General Manager.

They will preferably be located at a desk near Front Desk with a computer and telephone connection
The duties will be performed and/or supervised daily by the GSA Manager and in their absence by the Duty Manager. Amongst others, the following tasks will be included:

- VIP treatment on behalf of Management
- Customer service and information
- Promotion and sale of hotel services
- Complaints service
- Customer service in the case of an accident, illness or theft
- Co-ordination and follow-up with guides or group representatives
- Receiving and showing out groups on behalf of Management
- Assist potential customers during meeting room and other hotel facility inspections

In relation to Quality management, the GSA manager will systematically ensure that customers expectations are fulfilled.

Guests will be invited to use guest satisfaction measuring tools, in order to evaluate and anticipate customers' needs and requirements

Controlling and correctional systems in order to achieve guest satisfaction and loyalty, providing a continuous personalised service.

Must use the tools required to implicate and motivate internal clients, with the objective of satisfying the needs of external clients.

SECURITY

Security Service available to guests 24 hours a day

Safekeeping of personal belongings

Safekeeping of luggage. See [Front Desk/ Concierge Manual](#)

Depending on the hotel and country traditions, there will be individual safe deposit boxes with a permanent 24 hour service at the Front Desk/ Concierge area for storing customers belongings (optional - at a charge)

Room key control

The Front Desk/ Concierge department will be responsible for safekeeping room keys in those hotels that use the traditional type.

If the key is a card, it will not carry any elements that identify the room

Surveillance and Control

The hotel will have security watchmen 24 hours a day, who will perform duties pertaining to their department, such as:

- Control of staff entrance door and other external access areas
- Temperature surveillance of cold chambers and boilers
- Control closing of gas and electricity stopcocks in the kitchen
- Check that all areas are in perfect condition
- Assist the Front Desk/ Concierge department
- Surveillance of guest areas
- Prevent people who may cause damage or bother guests from entering the hotel
- Identify people who are inside the hotel
- Surveillance indoors and outdoors, according to the pre-established route with the watch (if the hotel possesses one)
- Check whether emergency evacuation routes are free of obstacles and available for use
- Discourage potential aggressors and take necessary precautions so as to prevent these circumstances from arising

- Check alarm systems and equipment
- Raise the alarm as soon as a crime or dangerous situation is detected
- Intervene to prevent damage or protect oneself with necessary means
- Detect service requests made by other departments limiting your reactions to specific facts, and not be influenced by third parties
- Avoid misuse and damage to facilities and equipment by staff or external persons

Guests with bodyguards

They will be assigned adjacent rooms located near the floor's emergency exits

The hotel's Security Manager will provide bodyguard/s with complementary information concerning the Emergency and Self-protection Plan

Emergency Services

Assistance in case of accident

Assistance in case of theft or injury

Assistance in case of illness: sending for a doctor, chemist, accompany during pre-hospitalisation or repatriation, informing family

Assisting family on death of a guest

GARDEN VILLAS Butler Service

Canopy bed

Fine linen sheets

Exclusive details

ROYAL SERVICE

Front Desk

Doorman and porter service available 24 hours a day

Independent Check-in on Royal Service floor

Personalised service, responding to guest's preferences recorded on the computer system's data base

Accompany guest's to their room, when possible

Butler Service

Breakfast in the private Royal Service lounge

Independent Check-out on Royal Service Floor

Express check-out service

Flexible departure times (4 pm minimum)

Umbrella service

First aid kit service on Royal Service Floor

Rooms

50% of the rooms must be for non-smokers

Water and basket of fruit or similar on arrival, accompanied by a personalised welcome letter from the General Manager

Free press in rooms, according to preferences and/or guest's nationality

Turn down service every evening/night and tidying of rooms (change towels, bathroom, etc.)

Courtesy on departure (if the guest spends more than 3 nights at the hotel)

Express laundry service

Pillow Menu

Immediate ironing service, free of charge for a shirt, a suit or dress

Personalised delivery of clean clothing (on a hanger or folded)

Shoe cleaning service

An Umbrella in the cupboard (as a loan and on sale), carrying a label with the price should the guest wish to purchase it.

Bathroom scales

Bath salts

Hydro massage telephone shower

Desktop organiser (marker, post-it, pencil, small stapler, sharpener, pen, rubber and paper clips)

Modem connection

Food & Beverage

Continental Breakfast Service in a private lounge free of charge between 7 am and 11 am, made up of dairy products, dried fruit and nuts, hot dishes, top quality cold meats, hot drinks, water, cheese, champagne, assorted pastries, fresh fruit juices, fruit, bread, cereals and jams

Free coffee and refreshments between 12 am and 11 pm

Evening Cocktail with appetizers made up of dried fruit, nuts and olives

Trays with biscuits and fruit available to guests all day

The guest's first companion (non-guest) can enjoy free drinks

Ice-cube service in all rooms (on request).

Lounge

High class decoration

Satellite TV

Piped music

Table games (4 types)

Table with newspapers (according to preferences of regular guests)

Library

Business Service

Messenger Service

Secretarial services

Local and business information

Ticket bookings service

Desktop and meetings kit (calculator, pencils, stapler and staples, rubbers, hole puncher, note book, paper clips, glue, markers, sellotape, post-its, scissors, tip-ex, cutter, packaging tape, pens, wrapping paper, rulers, bags, flipchart paper) to be given to guests on request

Rental of PC and multi-purpose equipment (printer, fax, scanner, photocopier) with Internet connection and e-mail for using in the room on request