



CENTURION ACCOMMODATION ASSOCIATION

'Your accommodation destination'

QUALITY STANDARDS

1. Buildings

- 1.1 Well-maintained paintwork and overall clean look.
- 1.2 Good external lighting.
- 1.3 Good and clear signage.

2. Grounds and gardens

- 2.1 Well tended and neat garden.
- 2.2 Clean of animal activities.
- 2.3 Tidy and well-lit pathways.
- 2.4 Well-maintained driveway and entrance.
- 2.5 Clean and safe swimming pool.

3. Parking

- 3.1 Secure and well-lit parking.
- 3.2 Marked or well organized parking.

4. Bedrooms

- 4.1 Reasonably spacious rooms.
- 4.2 Easy access to all facilities.
- 4.3 High quality of wall covering (paint or wallpaper).
- 4.4 Attention to detail.
- 4.5 Decorations should look professional and well executed.
- 4.6 Work/dressing station with comfortable chair.
- 4.7 No creaky boards or intrusive noise.
- 4.8 Large and well placed mirror.
- 4.9 Two-point plugs and adaptors for foreign visitors.

5. Furniture and furnishings

- 5.1 Furniture should be of sound construction, with attractive professional finishes and detail.
- 5.2 Enough hanging space.
- 5.3 Comfortable seating with upholstery in good condition.
- 5.4 Well-lined curtains.



5.5 Electronic goods of good quality and in good condition.

6. Flooring and ceiling

6.1 Good quality carpeting or wooden flooring or tiled flooring.

6.2 Good quality occasional rugs or mats.

6.3 Good quality ceilings with no evidence of sagging, water leakage, marks or stains.

6.4 Flooring and ceiling should be professionally fitted, painted and in good condition.

7. Beds and linen

7.1 Sound mattresses and bases.

7.2 Good supply of pillows.

7.3 Good quality blankets and linen (crisply laundered).

7.4 Good quality bed and pillow covers.

7.5 Comfortable, clean headboards.

8. Temperature control

8.1 Good quality heating and cooling (fans, heaters or air-conditioner units).

9. Basic accessories

9.1 TV in good working condition.

9.2 Remote control(s) in good working condition.

9.3 Well-serviced tea/coffee station/tray.

9.4 Well presented room information.

9.5 Guest amenities.

10. Bathrooms

10.1 Good quality floor and wall coverings.

10.2 Wall tiles well fitted and grouting in good condition.

10.3 Flooring well fitted and free from stains or water damage.

10.4 Good lighting and ventilation.

10.5 Enough hanging/laying out space for cloths and towels.

10.6 Cleaned and well maintained overall impression.

10.7 Large and well placed mirror.

10.8 Large enough shower and/or bath.

10.9 Shower screen or good quality curtain.

10.10 Good size washbasin.

10.11 Toilet clean and in good working condition.

10.12 Two ply toilet paper.



- 10.13 Bath, washbasin and toilet crack free.
- 10.14 Good quality towels, changed frequently or at guest's request.

11. Public/Communal areas

- 11.1 High quality materials in good condition.
- 11.2 Co-coordinated design with attractive features.
- 11.3 Good quality flooring and well maintained.
- 11.4 Neat and well maintained.
- 11.5 Adequate lighting.
- 11.6 Soothing atmosphere and ambience.
- 11.7 Pet free.

12. Dining facilities

- 12.1 High quality materials in good condition.
- 12.2 Co-coordinated design with attractive features.
- 12.3 Good quality flooring and well maintained.
- 12.4 Neat and well maintained.
- 12.5 Adequate lighting.
- 12.6 Soothing atmosphere and ambience.
- 12.7 Tables well appointed.
- 12.8 Similar style and good quality of cutlery and crockery. (No cracks / chips).

13. Food and beverages

- 13.1 All meals sumptuous and well presented with appropriate garnishes.
- 13.2 High quality fresh ingredients.
- 13.3 Meals served by clean, well dressed, motivated, trained and friendly staff.
- 13.4 Cater for different religions and food preferences (e.g. halaal/vegetarian).

14. Services and service

- 14.1 Welcoming and friendly attitude.
- 14.2 Efficient reservation, check-in and check-out procedures.
- 14.3 Render assistance with luggage if required.
- 14.4 Assist guests with information required.

15. Housekeeping

- 15.1 Beds well made.
- 15.2 Rooms and bathrooms well tidied, cleaned with fresh smell.



QUALITY STANDARDS continue...

- 15.3 Public areas decorated with fresh and well arranged flowers.
- 15.4 Newspapers, books and magazines up to date and tidy.
- 15.5 Staff neat, clean and appropriately dressed.