



HOTELSTARS.EU

Criteria 2010 – 2014

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Welcome to the Hotelstars!

Under the patronage of HOTREC – Hotels, Restaurants & Café in Europe, the hotel associations of Austria, Czech Republic, Germany, Hungary, the Netherlands, Sweden and Switzerland have created the “Hotelstars Union”.

Their partnership is providing a harmonised hotel classification with common criteria and procedures in the participating countries.

This catalogue shows all criteria, which are used to classify a hotel in one of the five star-categories of the classification scheme of the “Hotelstars Union”. The letter “M” in a column is indicating a minimum criterion for this star category.

Prague, 14th December 2009

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
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I. Building / Rooms								
Cleanliness / hygiene	1	Cleanliness and a hygienically perfect offer are basic conditions in each category.	-	M	M	M	M	M
Preservation condition	2	All mechanisms and equipments are functional and in faultless condition.	-	M	M	M	M	M
General impression	3	The general impression of the hotel is sufficient for _____ requirements.	-	simple ¹	middle ²	elevated ³	high ⁴	highest ⁵
Reception	4	Separated area Functionally independent area, a single table or secretary is acceptable.	1	M	M			
	5	Separate, independent reception desk	3			M	M	M
Rooms	6	Size of rooms (incl. bathroom) ≥ 14m ^{2 6}	10					
	7	Size of rooms (incl. bathroom) ≥ 18m ^{2 6}	15					
	8	Size of rooms (incl. bathroom) ≥ 22m ^{2 6}	20					
	9	Size of rooms (incl. bathroom) ≥ 30m ^{2 6}	25					
	10	Bathroom/Sanitary facilities ≥ 5 m ^{2 6}	10					
	11	Number of suites ⁷	2 per suite, max. 6					min. 2
	12	Min. 50% of the rooms are non-smoking rooms.	3					

1 In particular furnishing and equipment are appropriate and maintained.

2 In particular furnishing and equipment are maintained and harmonized.






3 In particular furnishing and equipment are constantly harmonized in form and colour. The general impression is shaped by elevated comfort.

4 In particular furnishing and equipment are high-quality and offer first-class comfort. The optical general impression is constantly harmonized in form, colour, and materials.

5 In particular furnishing and equipment are luxurious and offer highest comfort. The optical general impression is constantly harmonized in form, colour, and materials.

6 If the hotel has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.

7 No "Junior suites". Suites consist of at least two separated rooms of which one is furnished as a bedroom and one as a living area. The separation does not have to exist in a door; a break-through between two rooms is sufficient likewise. A holiday flat in a dependance is in principle no suite. In order to ensure that guests can make full use of the hotel services the suites must be situated in the hotel building.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Public area	13	Separated non-smoking area in the breakfast room	3	M	M	M	M	M
	14	Lounge for hotel guests (e.g. breakfast room or restaurant)	2					
	15	Sitting group at the reception	1			M		
	16	Lobby with seats and beverage service	5				M	
	17	Spacious reception hall with several seats and beverage service	10					M
	18	Bar ⁸ (opened on at least 6 days per week)	4				M	
	19	Bar ⁸ (opened on at least 7 days per week)	6					M
Facilities for disabled persons	20	Barrier-free  – Category A ⁹	5					
	21	Barrier-free  – Category B ¹⁰	8					
	22	Barrier-free  – Category C ¹¹	5					
	23	Barrier-free  – Category D ¹²	5					
	24	Complete barrier-free  – Category E ¹³	5					
Car park	25	Parking directly at the hotel	3					
	26	Parking possibilities for busses	1					

8 The “bar” mentioned above is more than a simple beverage service. It must be separated from the restaurant.

9 Disabled persons who are partially dependent on a motorized wheel-chair or an assistance. Regulations are based on an agreement with the national associations for the interests of disabled persons.

10 Persons with walking disabilities and who permanently need a wheel-chair. Regulations are based on an agreement with the national associations for the interests of disabled persons.

11 Blind or visually handicapped persons. Regulations are based on an agreement with the national associations for interests of disabled persons.

12 Persons who are suffering under numbness or rare visually handicapped. Regulations are based on an agreement with the national associations for the interests of disabled persons.

13 Matching categories B, C, and D. Regulations are based on an agreement with the national associations for the interests of disabled persons.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
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	27	Garage	5					
Others	28	Balconies or terraces directly at the room	2					
	29	Elevator ¹⁴	15				M	M

II. Furniture / Equipment

Sanitary comfort	30	100% of the rooms with shower/WC or bath tub/WC	1	M ¹⁵	M ¹⁵	M	M	M
	31	100% of the rooms with shower/WC or bath tub/WC and thereof 50% of the rooms with bath tub and shower cubicle separately	10					
	32	30% of the rooms with toilet separately	5					
	33	Shower with shower curtain/shower screen ¹⁶	1	M	M	M	M	M
	34	Washbasin	1	M	M	M	M	M
	35	Twin-washbasin in double rooms	5					
	36	Twin-washbasin in suites	2					
	37	Washable bathroom rug	1		M	M	M	M
	38	Appropriate lighting at the washbasin	1	M	M	M	M	M
	39	Mirror	1	M	M	M	M	M
40	Power socket near to the mirror	1	M	M	M	M	M	

¹⁴ If more than three floors (incl. ground floor).

¹⁵ Are at a maximum 15 % of the rooms not equipped with private shower/WC, only with shower/WC on the floor, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.

¹⁶ If the washing room is constructed with a separation between the sanitary facilities and the toilet, the existence of a shower curtain or shower screen is not necessary.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	41	Vanity mirror	1					
	42	Flexible vanity mirror	2				M	M
	43	Lighted vanity mirror	1					
	44	Towel rails or towel hooks	1	M	M	M	M	M
	45	Heating facility in the bathroom	3			M ¹⁷	M ¹⁷	M ¹⁷
	46	Heated towel rail	3					
	47	Tray	1	M	M	M		
	48	Tray of a large scale	3				M	M
	49	Toothbrush tumbler	1	M	M	M	M	M
	50	Soap or body wash	1	M	M	M	M	M
	51	Bath essence or shower gel	1		M	M	M	M
	52	Shampoo ¹⁸	1			M	M	M
	53	Personal care products in flacons	2					M
	54	Additional cosmetic products (e.g. shower cap, nail file, cotton swabs, cotton wool pads, bodylotion)	1 per item, max. 3				M	M
	55	Cleansing tissue	2			M	M	M
	56	Toilet paper in reserve	1	M	M	M	M	M

¹⁷ Minimum criterion will be fulfilled if the criterion "Heated towel rail" (no. 46) is fulfilled.

¹⁸ This criterion will be fulfilled if the bath essence or shower gel is also usable as shampoo.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	57	1 hand towel per person	1	M	M	M	M	M
	58	1 bath towel per person	2		M	M	M	M
	59	Bath robe on demand	2				M	
	60	Bath robe	4					M
	61	Slippers on demand	1				M	
	62	Slippers	3					M
	63	Hair-dryer on demand	1					
	64	Hair-dryer	2			M	M	M
	65	Stool in the bathroom	3					M
	66	Bathroom scales	1					
	67	Waste bin	1	M	M	M	M	M
Sleeping comfort	68	Single beds on the scale of min. 0,90 m x 1,90 m and double beds on the scale of min. 1,80 m x 1,90 m ¹⁹	1	M	M	M		
	69	Single beds on the scale of min. 0,90 m x 2,00 m and double beds on the scale of min. 1,80 m x 2,00 m ¹⁹	10				M	M
	70	Single beds on the scale of min. 1,00 m x 2,00 m and double beds on the scale of min. 2,00 m x 2,00 m ¹⁹	15					
	71	10% of the beds with a length of min. 2,10 m	5					
	72	Modern and well-kept mattresses of minimum 13 cm thickness	1	M	M	M	M	M

¹⁹ If there are two single beds or one queen size bed (1,50m x 2,00m) instead of one double bed, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	73	Hygienic covers for mattresses ²⁰ ("Encasings")	10					
	74	Thorough cleansing of the mattresses ²¹ at least every two years (The certificate has to be added to the application.)	10					
	75	Additional crib	3					
	76	Washable bedside carpet	3					M
	77	Wake-up call device (for wake-up call see no. 207)	1	M	M	M	M	M
	78	Modern and well-kept blanket	1	M	M	M	M	M
	79	Modern and well-kept pillow	1	M	M	M	M	M
	80	Hygienic covers for pillows ("Encasings")	3					
	81	Additional pillow on demand	1			M	M	
	82	Two pillows per person	4					M
	83	Various choice of pillows ²²	4				M	M
	84	Additional blanket on demand	2			M	M	M
	85	Possibility to darken the room (e.g. curtain)	1	M	M	M	M	
	86	Possibility to black out the room completely (e.g. shutter or blackout)	5					M
Room equipment	87	Adequate wardrobe or clothes niche	1	M	M	M	M	M

20 A simple molleton-sheet is not accepted. But a (chemo thermal) washable, breathable, free from mites and their excrements bedcover made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.

21 This criterion is fulfilled, if there is no residual moistness and the mites are killed and their growth is eliminated.

22 The guest can choose among different types of pillows.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	88	Linen shelves	1		M	M	M	M
	89	Adequate number of hangers ²³	1	M	M	M	M	M
	90	Wardrobe or clothing hooks	1	M	M	M	M	M
	91	Possibility to hang up a suit bag (outside the wardrobe)	1			M	M	M
	92	1 chair	1	M	M			
	93	1 seating-accommodation per bed, at least a chair	2			M	M	M
	94	1 comfortable seating-accommodation (upholstered chair/couch) with side table/tray	4				M	M
	95	1 additional comfortable seating-accommodation (upholstered chair or twin-couch) in double rooms or suites	4					M
	96	Table, desk or desk top	1	M	M			
	97	Table, desk or desk top with a free working space of min. 0,5 m ² and an appropriate lighting	5			M	M	M
	98	Power socket in the room	1	M	M	M	M	M
	99	Additional power socket next to the table, desk or desk top	2			M	M	M
	100	Appropriate room lighting	1	M	M	M	M	M
	101	Bedside table/tray	2			M	M	M
	102	Reading light next to the bed	2		M	M	M	M
	103	Central power button for the room lighting	3					

²³ Simple wired hangers do not fulfil this criterion.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	104	Bedside power button for the room lighting	2					
	105	Bedside power button for the complete room lighting	3					M
	106	Power socket next to the bed	1			M	M	M
	107	Dressing mirror	2			M	M	M
	108	Place to put the luggage/suitcase	1			M	M	M
	109	Waste paper basket	2			M	M	M
Deposit	110	Deposit possibility (e.g. at the reception)	1	M	M			
	111	Central safe (e.g. at the reception)	3			M ²⁴	M ²⁴	M
	112	Safe in the room	6			M ²⁵	M ²⁵	M
	113	Safe with integrated power socket in the room	8					
Noise control / air conditioning	114	Appropriate noise control of the windows	8					
	115	Sound-absorbing doors or double doors	8					
	116	Rooms with central adjustable air conditioning	8					
	117	Rooms with individual adjustable air conditioning	15					
	118	Air conditioning of the public guest area (restaurant, lobby, entrance hall, breakfast room)	4					
	119	Harmonious room atmosphere (light, smell, music, colour etc.) in the public area	4					

²⁴ Or a safe in the room (see no. 112).

²⁵ Or a central safe (e.g. at the reception) (see no. 111).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
Entertainment electronics	120	Radio ²⁶	1			M	M	M
	121	CD-/ DVD-/ MP3-player or docking station	2					
	122	Loudspeaker in the bathroom	5					
	123	Colour-TV together with remote control	2	M	M			
	124	Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey	4			M		
	125	Colour-TV in an appropriate size to the room together with remote control, a configuration of the program survey, and a TV agenda	6				M	M
	126	Additional colour-TV in suites in an appropriate size to the room	2					
	127	Satellite-/DVB-T ²⁷ - or cable television in the room	2					
	128	Pay-TV or videogames with the possibility to lock the use by children	5					
Telecommunication	129	Facsimile at the reception	1	M	M	M	M	M
	130	Publicly available telephone for guests	1	M	M	M	M	M
	131	On demand (mobile) telephone in the room along with a multilingual instruction manual ²⁸	3			M		
	132	Telephone in the room along with a multilingual instruction manual	8				M	M
	133	Internet access in the public area (e.g. broadband, WLAN)	2			M ²⁹	M	M

26 The radio reception can also be organized via TV or a central telecommunication system of the hotel.

27 Terrestrial broadcast of digital television channels that can be received by an indoor aerial and a DVB-T set top box (decoder) ("all over television").

28 The guest must be informed about this offer during the *check-in*.

29 Or internet access in the room (see no. 134).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	134	Internet access in the room (e.g. broadband, WLAN)	8			M ³⁰	M	M
	135	Accessible internet terminal for the guest	5				M	
	136	Internet-PC in the room on demand	1					M
	137	Internet-PC in the room	3					
Miscellaneous	138	Hotel information ³¹ (The hotel information has to be added to the application.)	1	M	M			
	139	Service manual A-Z (The service manual A-Z has to be added to the application.)	2			M		
	140	Multilingual service manual A-Z (The service manual A-Z has to be added to the application.)	3				M	M
	141	Regional information material at the reception available	1	M	M	M	M	M
	142	Daily newspaper in the room	3					
	143	Guest magazine in the room	1					M
	144	Writing utensils and note pad	1			M	M	M
	145	Correspondence folder	1				M	M
	146	Trouser press	3					
	147	Laundry bag	1			M	M	M
	148	Sewing kit on demand	1			M ³²		
	149	Sewing kit in the room	2				M	M

30 Or internet access in the public area (see no. 133).

31 This hotel information includes at least the period of breakfast, the *check-out* time, and the opening hours of hotel facilities.

32 Instead of a sewing kit on demand a sewing service (see no. 212) can be offered as well.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	150	Shoehorn in the room	1					M
	151	Shoe polish utensils on demand	1			M ³³		
	152	Shoe polish utensils in the room	2				M	M
	153	Shoe polish machine in the hotel	3			M ³⁴	M ³⁵	M ³⁵
	154	Door viewer	2					
	155	Additional locking mechanism at the room door	3					
III. Service								
Cleaning of rooms / change of laundry	156	Daily room cleaning	1	M	M	M	M	M
	157	Daily change of towels on demand	1	M	M	M	M	M
	158	Change of bed linen at least once a week	1	M	M	M		
	159	Change of bed linen at least twice a week	2				M	M
	160	Daily change of bed linen on demand	4				M	M
Beverages	161	Beverage offer in the hotel	1	M	M			
	162	Beverage dispenser/beverage station in the hotel	1					
	163	Beverage offer in the room	2			M	M	M

33 Instead of the shoe polish utensils on demand there can also be offered a shoe polish service (see no. 213). A shoe polish machine in the hotel (see no. 153) does also fulfil this criterion.

34 Instead of the shoe polish machine in the hotel there can also be offered a shoe polish service (see no. 213). A shoe polish utensils in the room (see no. 152) do also fulfil this criterion.

35 Instead of the shoe polish machine in the hotel there can also be offered a shoe polish service (see no. 213).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	164	16 hours beverages via <i>room service</i>	2					
	165	24 hours beverages via <i>room service</i>	4				M ³⁶	M
	166	Minibar	5				M ³⁷	M
	167	Coffee machine or water boiler for tea together with accessories in the room	4					
Breakfast	168	Extended breakfast ³⁸	1	M				
	169	Breakfast buffet or equivalent breakfast menu card ³⁹	2		M	M		
	170	Breakfast buffet with service or equivalent breakfast menu card also via <i>room service</i>	5				M	M
	171	Breakfast menu card via <i>room service</i>	2					M
Food	172	Lunch time for at least two hours	2					
	173	Dinner time for at least three hours	2					
	174	Three-course menu or “à la carte” or buffet	1	M	M			
	175	Three-course menu with choice or “à la carte” or buffet	2			M	M	M
	176	Food offer via <i>room service</i> until 10 pm	5				M	
	177	Food offer via <i>room service</i> during 24 hours	10					M

36 Or minibar (see no. 166).

37 Or 24 hours beverages via *room service* (see no. 165).

38 An extended breakfast includes at least one hot beverage (e.g. coffee or tea), a fruit juice, some fruits or fruit salad, a choice of bread and rolls with butter, jam, cold cuts and cheese.

39 Self-service offer with at least the same choice of products as within the extended breakfast with an egg or an egg-plate and muesli.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	178	Restaurant ⁴⁰ opened at least 5 days per week	5 per each, max. 10	M (min. 1)	M (min. 1)	M (min. 1)		
	179	“À la carte”-restaurant ⁴⁰ opened at least 6 days per week	8 per each, max. 16				M (min. 1)	
	180	“À la carte”-restaurant ⁴⁰ opened at least 7 days per week	10 per each, max. 20					M (min. 1)
	181	Dietary-kitchen (dietary skilled cook, dietician or nutrition scientist)	2					
	182	Regional kitchen ⁴¹	4					
Reception	183	Reception service, accessible by telephone from inside and outside	1	M	M			
	184	Reception opened 14 hours, accessible by phone 24 hours from inside and outside	3			M		
	185	Reception opened 18 hours, accessible by phone 24 hours from inside and outside	4				M	
	186	Reception opened 24 hours, accessible by phone 24 hours from inside and outside	6					M
	187	Bilingual staff (German/English)	2			M	M	
	188	Multilingual staff (German, English and at least one more foreign language)	4					M
	189	Photocopier or the possibility to get photocopies	2				M	M
	190	Doorman-service or valet parking	4					M
	191	Valet Parking (191 – 194 each with separate personal)	15					
	192	Doorman (191 – 194 each with separate personal)	15					

40 Each of them with a different concept, choice of food, and location.

41 The menu card features a significant part of regional/national specialities. The used products are by the majority from the region.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	193	Concierge (191 – 194 each with separate personal)	15					M
	194	Page boy (191 – 194 each with separate personal)	15					M
	195	Luggage service on demand	2			M	M	
	196	Luggage service	5					M
	197	Secure left-luggage service for arriving or departing guests	5				M	M
Laundry and ironing service	198	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 24 h)	1					
	199	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 12 h)	2					
	200	Ironing service (return within 1 h)	2					M
	201	Laundry and ironing service (return as agreed)	1			M		
	202	Laundry and ironing service (delivery before 9 am, return on the same day – weekend excluded)	2				M	
	203	Laundry and ironing service (delivery before 9 am, return within 12 h)	4					M
Payment	204	Credit cards	2		M ⁴²	M ⁴²	M	M
	205	Debit cards (e.g. electronic cash or debit advice procedure)	2		M ⁴³	M ⁴³	M ⁴³	M ⁴³
Miscellaneous	206	Professional support for in-house IT	2				M	M
	207	Wake-up call (for wake-up call device see no. 77)	2					
	208	Umbrella at the reception/in the room	1					

42 Or debit cards (see no. 205).

43 Or credit cards (see no. 204).

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	209	Sale of tickets or ticket service at the reception (e.g. for theatre, cinema)	1					
	210	Up-to-date magazines	1					M
	211	Daily newspapers	2				M	M
	212	Sewing service	2				M	M
	213	Shoe polish service	2			M ⁴⁴	M ⁴⁵	M
	214	Shuttle or limousine service	2					M
	215	Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit)	2		M	M	M	M
	216	Banquet options for at least 50 persons ⁴⁶	2					
	217	Banquet options for at least 100 persons ⁴⁶	4					
	218	Banquet options for at least 250 persons ⁴⁶	8					
	219	Personalized greeting for each guest with fresh flowers or a present in the room (not only a welcome message on the TV-screen)	6					M
	220	Accompanying the guest to the room at the arrival	2					
	221	<i>Turndown service</i> in the evening as an additional room check ⁴⁷	10					M
	222	Secretary service (separate office and available staff)	3					
	223	Conference service (separate department, separate staff; points only if at least one of the criteria 253 – 255 is fulfilled)	5					

44 Instead of a shoe polish service there can be offered a shoe polish machine in the hotel (see no. 153). Shoe polish utensils in the room are also equivalent (see no. 152).

45 Instead of a shoe polish service there can be offered a shoe polish machine in the hotel (see no. 153).

46 The surface of the restaurant is not included.

47 Also called *Second service*. Change of the towels, removal of the coverlet, exhaustion of the waste paper basket etc.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
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IV. Leisure								
House equipment and facilities	224	Reading and writing room (separate location)	1					
	225	Library (separate location)	2					
	226	Children's area (playroom/playground)	4					
	227	Fitness room ⁴⁸ with at least four different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster)	4					
Spa / beauty care ⁴⁹	228	Solarium	2					
	229	Massages ⁵⁰ (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology)	2 per cabin, max. 6					
	230	Separate relaxation room ⁵¹	3					
	231	Jacuzzi	3					
	232	Sauna (with a minimum size of 6 seats)	5 per sauna type ⁵² , max. 15					
	233	Beauty farm ⁵³ if there are offered at least 4 different beauty treatments (e.g. facial, manicure, pedicure, peeling, stress relaxation massage)	5					
	234	Bath/wading pool section ⁵⁴ if there are offered at least 4 different treatments (e.g. bath, Kneipp, hydrotherapy, moor, hammam)	5					

48 The fitness room has a minimum size of 20m².

49 The spa area has to be reachable without crossing the conference or the restaurant area.

50 The cabins have a minimum size of 10m².

51 The relaxation room has a minimum size of 20m².

52 Sauna types: "hot/dry" (e.g. Finnish sauna), "warm/easily rheumy" (e.g. Tepidarium), or "warm/heavily rheumy" (e.g. steam room).

53 The cabins have a minimum size of 10m².

54 The cabins have a minimum size of 10m².

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	235	Swimming pool (outside) ⁵⁵ or swimming pond ⁵⁶	10					
	236	Swimming pool (inside) ⁵⁷	15					
Miscellaneous	237	Host / Animation programme	3					
	238	Babysitter on demand	1					
	239	In-house child care (for children younger than three years) for at least 3 hours on weekdays by skilled staff	10					
	240	In-house child care (for children older than three years) for at least 3 hours on weekdays by skilled staff	10					
	241	Rental of sports equipment (e.g. skis, boats, bicycles)	2					
	242	Hotel-own beach or lawn	4					

V. Arrangement of offer

	243	Systematic complaint management system ⁵⁸	3			M	M	M
	244	Systematic guest questioning ⁵⁹	5				M	M
	245	<i>Mystery guesting</i> ⁶⁰ (A proof has to be added to the application.)	15				(M) ⁶¹	M
	246	Quality management system according EHQ ⁶² step 1 ("Q")	4					

55 The outside swimming pool is heated and has a minimum size of 60m².

56 A swimming pond is a man-made, standing water body for swimming or bathing where chemical water preparation is set aside.

57 The inside swimming pool is heated and has a minimum size of 40m².

58 A systematic complaint management system includes structured complaint acceptance, evaluation, and response.

59 An active and systematic gathering and evaluation of guest opinions about the quality of the hotel's services, analysis of weaknesses, and the realization of improvement.

60 To accept the *Mystery guesting* they have to fulfil the following aspects: at least once during a classification period, by professional externals upon initiative and on the account of the hotel, analysed and documented. Hidden (internal) controls e.g. of the hotel chain or co-operation are accepted as equal.

61 *Mystery guesting* is a minimum criterion in the 4-stars-superior-sector.

62 *European Hospitality Quality* (EHQ) is the European Hospitality Quality scheme launched by HOTREC, the Confederation of National associations of hotels, restaurants, cafés, and similar establishments in Europe (cf. www.hotrec.eu). It serves as a reference model at European level for national and regional quality schemes. E.g. the initiative "ServiceQualität Deutschland" (cf. www.servicequalitaet-deutschland.de) is accredited in its entirety.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	247	Quality management system according EHQ ⁶² step 2 ("QQ")	6					
	248	Quality management system according EHQ ⁶² step 3 ("QQQ")	10					
	249	Homepage with meaningful, realistic pictures of the hotel ⁶³	5			M	M	M
	250	Online reservation via electronic reservations systems possible ⁶⁴	5					
	251	Direction sketch / location plan on demand or in the internet	1		M	M	M	M
	252	Invitation to departing/departed guests to write a review on a portal or on the homepage	5					
VI. In-house conference facilities								
Rooms	253	Conference room(s) of at least 36 m ² to 100 m ² , ceiling height of at least 2,50 m	5					
	254	Conference room(s) larger than 100 m ² , ceiling height of at least 2,75 m	8					
	255	Conference room(s) larger than 250 m ² , ceiling height of at least 3,00 m	10					
	256	Conference office / typing pool ⁶⁵	1					
	257	Group work rooms ⁶⁵	4					
Telecommunication / media	258	Telephone ^{65, 66}	1					
	259	Internet access (e.g. broadband, WLAN) ^{65, 66}	2					
	260	Data projector ^{65, 66}	2					

63 At least exterior view, public area and room.

64 A simple e-mail is not accepted.

65 Acceptance only if at least one of the criteria 253 – 255 is fulfilled.

66 Minimum criterion for each conference room.

Area	No.	Criterion	Points	★	★★	★★★	★★★★	★★★★★
	261	Workshop material ^{65, 66}	1					
	262	3 pin boards per conference room ^{65, 66}	1					
	263	1 flip chart per conference room ^{65, 66}	1					
Equipment / technology	264	Projection screen (appropriate to the ceiling height and room size, at least 1,50 x 1,50 m) ^{65, 66}	1					
	265	Coat rack or locker <u>in</u> the conference room ^{65, 66}	1					
	266	Speaker's desk ⁶⁵	1					
	267	At least 8 power sockets, extension cable, and power distribution ^{65, 66}	1					
	268	Daylight in the conference room and possibility to darken the room ^{65, 66}	3					
	269	Appropriate lighting with artificial light ⁶⁷	2					
	270	Individual adjustable air conditioning of the conference rooms ⁶⁵	3					

VII. Minimum points ⁶⁸								
Hotels				90	170	250	380	570
Supplement "Superior" ⁶⁹				170	250	380	570	650

67 Installed luminaries with at least 300 lux. From 100 m² the lighting must be dimmable or segmentally shiftable. Acceptance only if at least one of the criteria 253 – 255 is fulfilled.

68 For a "hotel garni" - i.e. a hotel with breakfast only - the number of points to be reached is lowered by 20 points in each category. A "hotel garni" cannot obtain 5 stars.

69 "Superior" indicates excellent hotels that have points well beyond the points that are necessary in their category and whose overall impression overtops the expected in their category. The hotels offer a high degree of service. "Superior" is accessible to all hotels and "hotels garnis".

