



EAST AFRICAN COMMUNITY

# Criteria For Standardization of Hotels, Restaurants & Other Tourist Accommodation Facilities of East Africa



Standards of Classification

## Motels

## Minimum Score For Motels

- a. To qualify for One Star grading, a Motel must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,150 points marked on the Criteria for attaining a One Star rating, as indicated in the Ninth Schedule.
- b. To qualify for Two Star grading, a Motel must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,525 points marked on the Criteria for attaining a Two Star rating, as indicated in the Ninth Schedule.
- c. To qualify for Three Star grading, a Motel must score 100 percent on Essential Items; a minimum of 30 percent points under each main section of the Ninth Schedule and a total minimum of 60 percent out of a possible total of 3,165 points marked on the Criteria for attaining a Three Star rating, as indicated in the Ninth Schedule.

## Schedule 1: Definition

### Motels

A commercial establishment, located along a highway or motor way, catering mainly to motorists and other highway and road users.

# STANDARDS OF CLASSIFICATION MOTELS

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
1.0 LOCATION				
1.1 Location	The establishment should be located along a highway, and its access should be suitable for a Motel.	Same as for One Star, but should be located for the convenience of long distance travellers.	Same as for Two Star	
	15	20	20	
1.2 Site and Environment	It should be in harmony with the natural and/or built-up environment and in conformity with the building and development regulations applicable to the locality.	Same as for One Star	Same as for One Star, but should blend in very well with the natural and/or built up environment	Appropriate authorities in member states should set aside the sites suitable for Motel building/development. Environmental Impact Assessment studies should be undertaken
	20	20	30	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
6.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. <b>10</b>	Same as for One Star but with wide variety and choice <b>20</b>	Same as for Two Star but with a wider selection of beverage, wines and snacks. <b>30</b>	
<b>7.0 KITCHEN</b>				
<b>7.1 Size</b>				
7.1.1	Area including food stores and pantry should be in proportion to the capacity of the establishment, but should not be less than half sq. m. per guest bed. <b>40</b>	Same as for One Star. <b>40</b>	Same as for One Star. <b>40</b>	
7.1.2	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. <b>10</b>	Same as for One Star. <b>10</b>	Same as for One Star, but with added provision for enhancement of service efficiency. <b>20</b>	
7.1.3	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area <b>30</b>	Same as One Star <b>10</b>	Same as for One Star. <b>30</b>	
7.1.4	There should be different and appropriate work-tops for cleaning, preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. <b>40</b>	Same as One Star. <b>40</b>	Same as for One Star but highly organized and departmentalized. <b>50</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
8.14 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest. "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided.	Same as for One Star but all items should be of good quality.	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/ coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided	
	20	30	40	
<b>9.0 GUEST BATHROOM</b>				
9.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star	Same as for One Star	
	30	30	30	
9.2 Size	Bathroom/WC of not less than 3½ sq. m.	Same as for One Star.	Same as for One Star, but should be of not less than 5 sq.m.	
	10	10	20	
9.3 Fittings, Equipment and Amenities	Should be modest, functional and include a shower with a mixer and splash guard hanging naturally into the shower tray. WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, grab rail and non-slip shower tray.	Same as for One Star but with high quality materials, fittings, workmanship and finish	Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror, with suitable lighting for bath room use. Built-in bath tubs should be at least 160 cm. long.	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
	20	30	40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
<b>11.0 SAFETY AND SECURITY</b>				
11.1 Fire Protection	<p>All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. Fire alarms should be installed; All staff should be familiar with available fire fighting equipment and their use; Fire drill exercises should be carried out regularly; Every establishment should have an in-house core fire fighting team; Statutory fire safety notices should be prominently displayed in guest room and public areas; The hotel must be insured against fire hazards.</p>	<p>Same as for One Star but fire detectors should be installed.</p>	<p>Same as for Three Star but with smoke detectors and sprinklers installed.</p>	
11.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10</p>	<p>Same as for One Star but with high quality materials, fittings and workmanship</p>	<p>Same as for Two Star but with higher quality materials, fittings and workmanship</p>	
	<b>20</b>	<b>30</b>	<b>40</b>	
	<b>10</b>	<b>15</b>	<b>20</b>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
13.0 HUMAN RESOURCE				
13.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying: Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In house and External training programmes	Same as for One Star	Same as for One Star	
	<b>25</b>	<b>25</b>	<b>25</b>	
13.2 Management	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 35	Same as for One Star	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by one or more persons with similar training. Continuous training, including in-house programmes should be available.	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
	<b>35</b>	<b>35</b>	<b>45</b>	
13.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department.	Same as for One Star	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times.	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
	<b>30</b>	<b>30</b>	<b>40</b>	