



EAST AFRICAN COMMUNITY

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



Standards of Classification

Restaurants



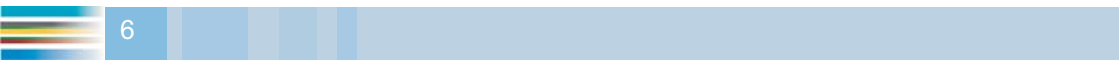
Minimum Score For Restaurants

- a. To qualify for a Tree Star grading, a Restaurant must score 100 percent on Essential Items; a minimum total score of 60 percent out of a possible total of 1,505 points marked on the Criteria for attaining a Tree Star rating, as indicated in the Tenth Schedule.
- b. To qualify for a Four Star grading, a Restaurant must score 100 percent on Essential Items; a minimum total of 40 percent of the total points under each main section in the Tenth Schedule; and a minimum total of 70 percent out of a possible total of 1,930 points marked on the Criteria for attaining a Four Star rating, as indicated in the Tenth Schedule.
- c. To qualify for a Five Star grading, a Lodge must score 100 percent on Essential Items; a minimum of 50 percent of total points under each main section in the Tenth Schedule; and a minimum total score of 80 percent points out of a possible total of 2,255 points marked on the Criteria for attaining a Five Star rating, as indicated in the Tenth Schedule.

Schedule 1: Definition

Restaurant

A commercial food and beverage establishment offering an extensive range of specialized or non specialized cuisines, where refreshments and/or meals are served, on a flexible or non flexible time arrangement, and includes such variations as café, coffee shop, grillroom, steak house, bistro, tavern and similar outlets.



STANDARDS OF CLASSIFICATION RESTAURANTS

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION				
1.1. Site and Environment	Should be suitable for a restaurant and in harmony with the natural and built-up environment, in conformity with the local government regulations 20	Same as for Three Star 20	Same as for Three Star 20	
2.0 BUILDING				
2.1 Autonomy of Building	Should be easily accessible to the general public, with separate entrances to the restaurant and for deliveries. 20	Same as for Three star 20	Same as for Four star but should either be autonomous, semidetached or with exclusive access. 40	
2.2 Design & Architectural Features	In conformity with the building codes and other existing building regulations, with	Same as for Three Star, but the architectural features and finish	Same as for Four star but the facade, architectural features,	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0 SERVICE				
5.1 Service Staff	Should be adequate in number, suitably trained and well groomed, with legible name tags.	Same as for Three Star, but a good proportion of the staff should be able to communicate in Kiswahili and at least one other foreign language apart from English/ French. 50	Same as for Four Star, but at least 80% of staff should be trained from recognized institutions.	
5.2 Menu	40 Priced menu cards available with a good selection of local and international dishes and option of at least a three course meal and a fair selection for beverages, from a suitable located dispense bar	Same as for Three Star but with a wider selection and an option of at least a four course meal.	60 Same as for Four Star but with excellent international cuisine and option for a five course meal.	
5.3 Billing	30 System should be efficient and customer friendly	40 Same as for Three Star	50 Same as for Three Star	
6.0 ENTERTAINMENT	10	10	10	
6.1 Entertainment	Should be provided and in harmony with the social and cultural environment	Same as for Three Star but with a variety of entertainment, which could include live music and Multi-Channel TV	Same as for Four Star but with top range of entertainment	
7.0 BAR(S)	20	30	40	
7.1 General Features and Facilities	At least One bar should be conveniently located near the reception area/lounge or may be part of the restaurant. Spacious with good ambience. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but should be more elegant, spacious and provide facilities of internationally recognizable standards.	Same as for Four Star but with a higher degree of creativity, ambience and comfort.	
7.2., Floors, Walls,	Materials used and fittings should be well	Same as for Three Star but with	Same as for Four Star but with	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.12 Floors, Walls and Ceilings	Should be of high quality, impervious non slip, non-corrosive, materials of good finish and conducive to easy cleaning. The finish should be of good workmanship and well maintained. Excellent levels of hygiene should be observed. Walls should have glazed tiles with good grouting and floors should have a slight slope towards the drainage point. The junction between all vertical and horizontal floor and walls should be coved.	Same as for Three Star but with high quality materials and finish.	Same as for Four Star	
8.13 Food Storage	30 A good store with adequate ventilation, and refrigeration facilities as well as shelving, pallets and cabinets should be provided. Separate compartments for different types of perishables and non-perishables should be availed and maintained in hygienic condition.	40 Same as for Three Star	40 Same as for Three Star, but in addition a chef's cold room, complete with enough compartments to store all specialized products, should be provided.	
8.14 Kitchen Staff	40 There should be suitably trained and experienced staff for each specialized section, supervised by a well-trained and experienced Chef. All staff should be well groomed and protective clothing and name tag should be provided and used.	40 Same as for Three Star, but the Chef should be assisted by a suitably qualified and experienced Sous Chef and specialized sections should be headed by competent Chef de Parties.	60 Same as for Four Star, but Chef should be qualified from a recognized institution, with relevant international experience.	
9.0 HYGIENE AND SANITATION		60	80	
9.1 Guest Cloakrooms	Should be adequate, well lit and properly	Same as Three Star but with high	Same as Four Star but in	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.0 SAFETY AND SECURITY				
10.1 Fire Protection	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, and in accordance with local fire fighting and prevention bye-laws. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms should be installed. All staff should be familiar with available fire fighting equipments and their use. Every establishment should have an in-house core fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. The restaurant should be adequately insured against fire hazards. Statutory fire safety notices should be prominently displayed.	Same as for Three Star but with smoke detectors installed.	Same as for Four Star	
	20	30	40	
10.2 Electrical Safety	All electrical facilities should be installed and maintained in accordance with applicable safety laws.	Same as for Three Star but with high quality materials, fittings and finishing	Same as for Four Star	
	15	20	20	
10.3 Security	There should be adequate security arrangements including the following:	Same as for Three Star Same as for One Star; but with more elaborate rapid response arrangements	Same as for Four Star, but in addition there should be a functional electronic	

SECTION-ITEM	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.0 SUNDRY SERVICES				
11.1 Parking Area	Should be adequate, well lit and secure, within the vicinity of the restaurant 15	Same as for Three Star but well maintained 20	Same as for Four Star but with clearly marked parking bays/slots and an Attendant. 30	
11.2 Outdoor Area	Some landscaping should be done where space allows. 10	Same as for Three Star but tastefully done. 15	Same as for Four Star but with high level of creativity 20	
11.3 Function Area(s)	Facilities should be provided for private functions. 20	Same as for Three Star but should be separate from the dining area 30	Same as for Four Star. 30	
11.4 Taxi Service	Should be available 10	Same as for Three Star 10	Same as for Three Star 10	
11.5 Facilities for the Physically Challenged	Should be appropriately provided 30	Same as for Three Star 30	Same as for Three Star 30	
12.0 HUMAN RESOURCE				
12.1 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 20	Same as for Three Star 20	Same as for Three Star 20	
12.2 Management	The restaurant should be under the management of a suitably trained person from a recognized institution. 40	Same as for Three Star, but the Manager should have relevant experience of at least two years. 50	Same as for Four Star, but should have proven evidence of a distinguished career in the profession. 60	
12.3 Professional	All operative staff should possess 40	Same as for Three Star but the 50	Same as for Four Star 60	Appropriate on-job training