

**REPUBLIC OF TURKEY  
MINISTRY OF CULTURE AND TOURISM  
CLASSIFICATION FORM FOR HOTELS**

**NAME** : .....

**ADDRESS** : .....

**TELEPHONE- FAX- WEBSITE** : .....

**CURRENT TYPE AND CLASS** : .....

**ISSUE DATE AND NUMBER** : .....

**DOCUMENT OWNER** : .....

**MANAGER** : .....

**PLACE OF HOTEL:**

Settlement ..... Highway Route ..... Seaside/ Lakeside ..... Mountain .....

**WORKING TIME :**

Regular ..... Seasonal.....

**CAPACITY :**

**STAFF :**

Total Number : .....

Floors : .....

Service : .....

Administration: .....

Kitchen : .....

Reception : .....

Technical : .....

Security : .....

Other : .....

**TOTAL SCORE :**

PART I : ..... PART II : .....

### **IMPLEMENTATION RULES:**

- In the implementation of form, points starts from zero and maximum points are stated for all criteria.
- The places in the form are evaluated as one unite, even they are used for more than one aim.
- The places in the form are evaluated only if they are active.
  
- The other criteria will be evaluated, in the case of the criteria for disabled people like regulation of entrances, regulation of elevators, bedroom and bathroom criteria are carried out.

## **PART I**

### **HOTELS**

#### **ENVIRONMENT AND GENERAL VIEW**

- 1- Side-coating and appearance of building or buildings;
  - Special material (3 points)
  - Mill-mixed plaster, mosaic etc. (2 points)
  - Painting, whitewash (1 point)
- 2- General view of hotel and rapport with environment (3 points)
- 3- Keeping billboard in the entrance
  - Neon sign (2 points)
  - Others (1 point)
- 4- Taking security precaution in the entrance and displaying the plate with ministerial approval. (2 points)

#### **REGULATION OF GARDEN AND OPEN AREA**

- 5- Regulation of garden which using by guests (3 points)
- 6- Cleaning and care (3 points)
- 7- Lightening (2 points)
- 8- Regulation of open area which enhance the appearance (2 points)

#### **LOUNGE**

- 9- Entrance door (1 point will be added if it has photo cell)
  - Swing door or apron (3 points)
  - Normal door (1 point)

- 10- Floor covering
- Special material (6 points)
  - Granite, marble, ceramic, solid wood parquet (4 points)
  - Tile, parquet etc. (2 points)
- 11- Decoration;
- Special regulation (5 points)
  - Good regulation (3 points)
  - Normal regulation (1 point)
- 12- Displaying the prices at the reception (2 points)  
(Prices should be display as TL and/or foreign currency)
- 13- Displaying tourism establishment certificate at the reception (1 point)
- 14- Guest Relations and consultancy
- Private office (4 points)
  - A separate place from reception (3 points)
  - A separate place at the reception (2 points)
  - At the reception (1 point)
- 15- Baggage room as check room (2 points)
- 16- Transportation of guests' baggage from baggage entrance to rooms by service stairs or service elevator (2 points)
- 17- Bell boy (1 point)  
(2 extra points will be added if this service provided for 24 hours and by a uniformed staff)
- 18- Safe deposit box (According to capacity) (2 points)
- 19- Billing and reservation ;  
(1 point will be added if the online reservation is possible)
- Using computers for all process (3 points)
  - Using computers just for billing and reservation (1 point)
- 20- Leaving message service to the rooms (2 points)
- 21- Jeweller, souvenir, boutique, perfumery, stationary “newspaper, magazine, postcard” etc. Stores (2 points for each store, it could not be more than 10 points)
- 22- Displaying and/or selling national or regional handcraft products (2 points)
- 23- Barber-coiffeur (2 points)  
(2 points will be added if they are in different places)
- 24- National and international telephone service without operator and reception connection which guests do not disturb to each other (2 points)
- 25- Shoe polishing service (2 points)  
(This service should be display in hotel catalogue)

26- Wi-fi service in lobby and/or lounge (2 points)

27- Music in common areas (2 points)

28- Periodical which includes hotel advertisement (magazine etc. (1 point)

## **ELEVATOR**

29- Elevators in direct proportion to capacity;

- Full automatic with photocell sensitivity (4 points)
- Half automatic (2 points)
- Normal (1 point)

30- General view of elevator;

- Very good (3 points)
- Good (2 points)
- Normal (1 point)

31- Service elevator and stairs; (Except fire escape, guest stairs and guest elevator)

- Elevator and stairs (3 points)
- Just elevator (2 points)
- Just stairs (1 point)

## **CORRIDOR AND STAIRS OF FLOORS**

32- Floor covering;

- Carpet or special material with special weaved logo (6 points)
- Granite, marble, ceramic, woolen carpet, solid wood parquet (4 points)
- Synthetic carpet or parquet (2 points)
- Mosaic etc. (1 point)

33- Lightening in the corridors, which provides easy reading of room numbers. (2 points)

34- Lounge suite in the stair or elevator well which provides sitting when necessary (2 points)

35- On the floors;

- Housekeeping office (2 points) (2 points will be added if it has direct connection with service stairs or elevator)
- Cleaning material locker (1 point)

36- Telephone service which has connection with reception at the corridors. (2 points)

## **BEDROOMS**

37- Door locks;

- Card system (5 points)
- Unlocking just with key from the outside and with door handle or knocker from inside (3 points)
- Unlocking with door handle or knocker both from inside and outside (1 point)

- 39- Sofa, good quality chairs and coffee table; (Except outdoor tables and chairs)
- A sofa or a good quality chair and a coffee table for each bed in the double rooms (For also French-bed) (3 points)
  - A sofa and a good quality chair and a coffee table in the rooms (1 point)
- 40- Night lamp / reading lamp (1 point)
- 41- Safe deposit;  
(2 points will be added if it is available for laptops and there is charge option.)
- Combination lock (3 points)
  - Key lock (1 point)
- 42- Lightening of vanity mirror (1 point)
- 43- Tall dressing mirror (2 points)
- 44- General lightening of the room (2 points)
- 45- Telephone service at the rooms (2 points)
- 46- Furnishing and decoration;
- Special furnishing (6 points)
  - Furniture harmony (4 points)
  - Furnishing with different stuff (2 points)
- 47- Work table at the rooms (2 points)
- 48- A place for luggage in the rooms (1 point)
- 49- Bed (Still have quality);
- Special quality bed (5 points)
  - Spring bed (3 points)
- 50- Key system which controls the room lightening at bedside. (2 points)
- 51- Bed spread which coherent with room decoration (2 points)
- 52- Quality of pillow, sheet, bedlinen etc.;
- Very good quality (3 points)
  - Good quality (2 points)
  - Normal quality (1 point)
- 53- Pillow or quilt catalogue and providing this service. (Each 2 points)
- 54- Changing of pillow cover and sheets;
- Ever day (3 points)
  - Every 2 days (1 point)
- 55- Daily turn down service (2 points)

- 56- Curtain which coherent with room decoration;  
(1 point will be added if there is sunblind)
- Good quality lined drape and tulle curtain (5 points)
  - Jalousie or roller blind and tulle curtain (4 points)
  - Good quality drape and tulle curtain (3 points)
  - Just drape (1 point)
- 57- Shoe shine, swab for shoes, sewing kit, laundry bag, disposable slipper, iron, portable hanger, umbrella, block-note- pencil etc.  
(1 point for each, they cannot be more than 6 points)
- 58- Wi-fi service at the rooms (2 points)
- 59- Peephole, door security lock (1 point for each)
- 60- Hotel documents;  
(Price lists of different units, information about services, advertising publications)
- Presenting hotel document in a very good quality kit (3 points)
  - Presenting hotel document in a normal quality kit (1 point)
- 61- Soundproof rooms (2 points)
- 62- Energy saver systems at the rooms (3 points)
- 63- Television at the rooms (4 points)  
(2 points will be added if sound control setting is stabilized, 1 point will be added if there is information about television channels)
- 64- Hotel advertising broadcast at the rooms (1 point for each language, it cannot be more than 3 points)
- 65- Satellite broadcasting or cable television at the rooms (2 points)
- 66- Interactive television system (4 points)
- 67- DVD player, VCD player, MP3 player, pay tv, etc. (1 point)  
(It is evaluated if they are at the all rooms.)
- 68- Refrigerators at the rooms; (It is considered as minibar if they include food and beverage species, plus related price list and service supplies about available food and beverage species)
- At every rooms (Refrigerator 2 points, minibar 6 points)
  - Minimum 50% of the rooms (Refrigerator 1 point, minibar 3 points)
- 69- Presenting of water heater mechanism, glass, tea, coffee etc. supplies to the guests for making their own tea and coffee at the rooms (2 points)
- 70- Precautions for surrounding disturbing factors (train, bus terminal, airport, factory and plants, highway route etc.) (4 points)
- 71- Non-smoking room and floor arrangement;

(It is evaluated if there is a special sign at the room door or at the floor, if there is not ashtray, match and if there is information in brochure. It is not evaluated if it is less than 5 % of total room capacity)

- Setting a whole floor of the facility apart (4 points)
- Just room arrangement (2 points)

## **BATHROOMS**

72- Floor covering;

- Special material (6 points)
- Granite, marble, ceramic, etc. (4 points)
- Tile etc. (2 points)

73- Bathing place (bathtub, shower tray etc.);

- Very good quality (4 points)
- Good quality (2 points)
- Normal quality (1 point)

74- Accessories;

(Door handle guard, soap dispenser, towel rail, clothe hanger, toilet-paper holder, plug with a written voltage on it) (1 point for each)

75- Lensatic mirror;

- Lightened (2 points)
- Normal (1 point)

76- Sufficient lightening of the bathroom (2 points)

77- Bathroom food towel (1 point)

78- Bathroom curtain or a separator with the same function;

- Glass etc. special material (3 points)
- Rigid plastic etc. material (2 points)
- Others (1 point)

79- Sink, lightened mirror and etagere;

(1 point will be added if the mirror is anti-steam trap)

- Stand sink and big mirror (4 points)
- Pedestal washbasin, good quality material (3 points)
- Normal sink, good quality material (1 point)

80- Armatures and batteries;

- Regulated or photocelled (3 points)
- Good quality (2 points)
- Normal quality (1 point)

81- Reservoirs (3 points)

(1 point will be added if there is water saving system)

82- Telephone in the bathroom (2 points)

83- Reception related alarm system in the bathroom (1 point)

- 84- Hair dryer in the bathroom (2 points)  
(1 point will be added if there is temperature regulation and control system)
- 85- Soap, shampoo, hygiene bag, shower head, make-up cotton, bathrobe, dental care kit, shower foam, tissue, hair comb, bath puff, body lotion, hair cream, bathroom scale, etc.  
(1 point for each, it could not be more than 10 points)
- 86- Qualified hand and bath towels; (1 point will be added if they have logo)  
-Daily change or environment-friendly system (On condition that guest is informed) (4 points)  
- Changing every 2 days (1 point)
- 87- The system for listening the television and/or music broadcast in the bathroom (1 point)

## **LOUNGE**

- 88-Floor covering;  
- Carpet or special material with special weaved logo (6 points)  
- Granite, marble, ceramic, woolen carpet, solid wood parquet (4 points)  
- Synthetic carpet or parquet (2 points)  
- Mosaic etc. (1 point)
- 89- Decoration;  
- Special regulation (5 points)  
- Good regulation (3 points)  
- Normal regulation (1 point)
- 90- Furnishing elements;  
- Special material (5 points)  
- Good material (3 points)  
- Normal material (1 point)
- 91- Reading room or a proper location (2 points)  
(2 points will be added if there is at least 5 types of periodicals or translated Turkish publications)
- 92- Watching television opportunity; (2 points will be added if there is service of cinevision etc.)  
- A separate television room or location (2 points)  
- In a proper place of lounge (1 point)
- 93- Music recital with piano, harp etc. within programme at lobby or lounge; (Point will be given if the guest is informed and if there is previous programme or an agreement with artist)  
- 6 days a week (6 points)  
- 4 days a week (4 points)  
- 2 days a week (2 points)

## **BARS**

- 94- A separate hall which gives American bar service (4 points) (It will be evaluated if it is active)
- 95- Bars which serve drink except graded American bar hall



(Active bars are evaluated) (2 points for each, it could not be more than 6 points)

96- Bar supplies and equipment;

- Using supply and equipment in accordance with beverage type (3 points)
- Despite not using supply and equipment in accordance with beverage type, preventing hinder the service (1 point)

97- Ice machine (3 points)

### **BREAKFAST, ROOM SERVICE AND VE BUFFET SERVICE**

98- Breakfast hall;

- Facilities which serve breakfast at breakfast hall (6 points)
- Facilities which serve breakfast at restaurant (4 points)
- Facilities which serve breakfast at lounge (2 points)

99- Breakfast office (Related with the hall which serves breakfast);

- Separate breakfast office (4 points)
- A separate location in the kitchen or with buffet service (2 points)

100- Equipment of breakfast office;

- Material and equipment in accordance with food-beverage type (3 points)
- Despite not using material and equipment in accordance with food-beverage type, preventing hinder the service (1 point)

101- Service equipment (fork, spoon, knife, glass etc.);

- Very good quality and with logo (3 points)
- Good quality (2 points)
- Normal quality (1 point)

102- Buffet service;

(It is evaluated if the guest is informed at the rooms and/or at least in one location)

- Open for 24 hours (4 points)
- Open until 24:00 (2 points)

103- Room service;

(It is evaluated if it is specified in hotel document, if there is price list at the rooms and if there is service stair or elevator for this service)

- Open for 24 hours (4 points)
- Open between 06:00 - 24:00 (2 points)

104- Cold and hot mechanism in service area for the protection of foods which are served in room service (2 points)

105- Preparing and service of Turkish coffee and tea according to traditions (2 points)

### **DINING HALLS AND PATISSERIE**

106- Presence of restaurant or cafeteria in the facility (10 points)

107- Separate dining halls in addition to restaurant related to kitchen or with special kitchen (Turkish, Chinese, Italian, French, Mexican etc.)

(5 points for each, it could not be more than 20 points)

108- Food service which is totally served by service personnel (5 points)  
(It is not evaluated in facilities with all-inclusive system)

109- Patisserie;

- A separate hall (5 points)
- Cake serving cart or serving at a location (2 points)

## **ENTERTAINMENT UNITS**

110- Night club or discotheque;

- Service kitchen if it is dining (4 points)
- Buffet if it is not dining (2 points)

111- Floor covering;

- Carpet or special material with special weaved logo (6 points)
- Granite, marble, ceramic, woolen carpet, solid wood parquet (4 points)
- Synthetic carpet or parquet (2 points)
- Mosaic etc. (1 point)

112- Decoration;

- Special arrangement (5 points)
- Good arrangement (3 points)
- Normal arrangement (1 point)

113- Furnishing elements;

- Special material (5 points)
- Good material (3 points)
- Normal material (1 point)

114- Noise preventer isolation (4 points)

115- Service elements; (Fork, spoon, knife, plate, glass matched with served drink, table clothes, napkins etc.)

- Very good quality, with logo (3 points)
- Good quality (2 points)
- Normal quality (1 point)

116- Preparation room for artist (It is evaluated if there is shower, toilet and make-up table) or DJ location (3 points)

## **CONFERENCE, MEETING –MULTI PURPOSE HALLS**

117- Conference hall;

(It is evaluated if there is minimum 3 work rooms, translation rooms, secretariat service and if it includes foyer and if there is sitting arrangement) (10 points)

118- Simultaneous translation service in conference hall;

- Fixed system (4 points)

- Providing this service from outside (2 points)

119- Cinema or theatre hall (4 points)

120- Meeting or multi-purpose halls; (3 points for each hall, it could not be more than 15 points)  
(The halls are evaluated which are not graded)

121- Necessary installation and equipment for activities as meeting, workshop etc.; (Sound system, projection, overhead projector, slide machine, portable cinema screen, dais, video cassette player etc.) (1 point for each, it could not be more than 5 points)

## **SWIMMING POOLS**

122- Swimming pools;

(It will be evaluated if there is side units and filtration system)

(2 points will be added for each publicly available pools except graded pools, it could not be more than 6 points)

- Indoor and outdoor swimming pool together (10 points)

- Indoor or outdoor swimming pool (5 points)

123- Water entertainment-purpose pools with waterslide etc. except graded pools (3 points)

124- Anti-skid floor around the pool (1 point)

125- Indication of depth measures (1 point)

126- Licensed lifeguard for using time of the pool (2 points)

127- Signboards for safety measures, including at least 3 languages (1 point)

128- Changing cabin and locker for swimwear (2 points)

129- Toilets and showers for man-woman guests (2 points)

130- Buffet service or a bar with buffet service (2 points)

131- Lightening of the inside and around of the pool (1 point)

132- Installation for safety measures of draining parts of the pool (1 point)

## **OTHER UNITS AND SERVICES**

133- Tailor, guess laundry, ironing and dry cleaning service;

(It will be considered if there is laundry bag at the rooms and if there is a price list in hotel document)

(2 points for each, 8 points in total. If these services are served at the outside of the facility, each of them is 1 point, 4 points in total)

134-Turkish bath (3 points)

(1 point will be added if it is arranged according to traditional methods)

135- Sauna, steam room, gym room;

(It will be evaluated if there are places for changing, shower, toilet and resting)  
(3 points for each, it could not be more than 9 points)

136- Units as massage, water sports, archery, marksmanship with certificated personnel  
(3 points for each, it could not be more than 12 points)

137- Recreation opportunities (hobby works, table tennis, billiard or snooker, dart, chess etc.)  
(1 point for each, it could not be more than 5 points)

138- Sports opportunities; volleyball court, basketball court, football field, tennis court, golf court, squash, bowling etc.  
(3 points for each, it could not be more than 15 points.)

139- Units as health, beauty centers, thermal etc.  
(5 points for each, it could not be more than 10 points.)

140- Furnishing and arrangement regarding first aid service;  
- Infirmary (3 points)  
- Equipment for a complete first aid service (1 point)

141- Providing first aid service;  
- By contracted doctor (except workplace doctor) (5 points)  
- By medical personnel (2 points)  
- By first aid certificated personnel (1 point)

## **COMMON TOILETS**

142- Floor and wall covering;  
- Special material (6 points)  
- Granite, marble, ceramic etc. (4 points)  
- Tile etc. (2 points)

143- Wall coverings;  
- Up to the ceiling (3 points)  
- Half covering (2 points)

144- Cleaning and regular maintenance;  
- Very clean and well-kept (7 points)  
- Clean and well-kept (2 points)

145- Sufficient air conditioning (3 points)

146- Reservoirs; (1 point will be added if there is water-saving system)  
- Encastered or photocelled (3 points)  
- Porcelain, ceramic (2 points)  
- Other (1 point)

147- Hygienic toilet seat cover;  
- With mechanical system (3 points)  
- Others (2 points)

148- Waste bin;

- Photocelled (3 points)
- Pedal bin (2 points)
- Others (1 point)

- 149- Quality and match of washbasin and etagere;
- Stand washbasin and wide mirror (4 points)
  - Pedestal washbasin and etagere, good quality (2 points)
  - Normal washbasin and etagere, good quality (1 point)

150- View and quality of the mirror (3 points)

- 151- Hand drying opportunity;
- With photocelled tissue dispenser (3 points)
  - With tissue or roll towel (2 points)
  - With machine (1 point)

- 152- Armatures;
- Adjusted or photocelled (3 points)
  - Good quality (2 points)
  - Normal quality (1 point)

## **MANAGEMENT AND PERSONNEL**

- 153- Rooms for manager, accounting, personnel manager etc.  
(1 point for each, it could not be more than 5 points.)

154- Professional knowledge and manner level of administrative personnel (Educated and experienced in their fields)  
(3 points)

155- Training programmes and application examples, which are applied by the management at certain times, in order to raise service standards (3 points)

- 156- Personnel units;
- Changing rooms
  - Shower, toilet and washbasins
  - Resting and dining places
  - Dormitories
- (1 point for each)

- 157- Cleaning and continual keeping of personnel areas;
- Very clean and kept (7 points)
  - Clean and kept (2 points)

- 158- Ratio of total personnel number to facility capacity;
- 1 personnel for 1-2 bed (10 points)
  - 1 personnel for 3-4 bed (6 points)
  - 1 personnel for 5-6 bed (3 points)

- 159- Personnel's professional knowledge, manner level and behavior to the guests, except administrative personnel;
- Outstanding service with expert personnel (5 points)

- Good service with knowledgeable personnel (3 points)
- Good service with normal personnel (1 point)

160- Special and clean clothes for personnel in proper to their duties and places of duty (4 points)  
(2 points will be added if the personnel have name badge)

161- Ratio of number of front desk and service personnel with foreign language knowledge to total number of front desk and service personnel in the facility;

- 50% and more know foreign language (3 points)
- Less than 50% know foreign language (1 point)

162- Appearance, keeping and cleaning of personnel (4 points)

163- The time of meeting guest request (2 points)

### **CLEANING AND KEEPING**

164- Environmental cleaning;

- Very clean (5 points)
- Clean (2 points)

165- Cleaning of guest areas;  
(The common areas which are always available for guests are evaluated)

- Very clean and kept (8 points)
- Clean and kept (3 points)

166- Cleaning of units except guest areas;

- Very clean and kept (8 points)
- Clean and kept (3 points)

### **INSTALLATION AREAS**

167- Air condition; (Heating-cooling system)

- In all capacities (10 points) (Including other departments as personnel units, technical department etc.)
- Just in common areas and bedrooms (7 points)
- Just in common areas or bedrooms (5 points)

168- Regularly and in sufficient pressure hot and cold water (2 points)

169- Storage tank, which responses the need of the facility in the case of water cut off (2 points)

170- Water treatment installation for off network waters to the guest usage (3 points)  
(It will be evaluated if there is exit water treatment report)

171- Water softening system (2 points)

172- Providing regular and sufficient electricity with generator (4 points)

173- Installation area with qualified floor and wall cover, sufficient lightening and air condition (2 points)  
(1 point will be added if there is a separate building for installation area)

174- Employment of certified personnel in installation areas (1 point)

175- Providing instructions and security warning signs in installation areas for existing installation and installation area in visible places (1 point)

**PARKING AREA, GARAGE (It is evaluated if it is within the facility and active)**

176- Garage (6 points)  
(It is evaluated if it is above the 20% of facility capacity)

177- Parking area; (2 points will be added if it is parking garage)  
- Which has kept floor in proportion to 50% of room number of facility (3 points)  
- Which has kept floor in proportion to 30% of room number of facility (2 points)  
- Which has kept floor in proportion to 15% of room number of facility (1 point)

178- Personnel in charge of garage or parking area (1 point)  
(2 points will be added if this service is available for 24 hours)

**FIRE PRECAUTIONS**

179- Fire alarm system;  
- Automatic alarm system with heat and smoke sensitive central control panel (5 points)  
- Automatic alarm system with just heat or smoke sensitive central control panel (3 points)  
- Heat or smoke sensitive automatic or standard alarm system (2 points)

180- In available places, luminous signal devices apart from electrical network, which show exit-way in the case of fire (3 points)

181- Lightening of fire escape bucket apart from electrical network (3 points)  
(It is not evaluated if there are issues, which prevent evacuation)

182- Fire isolation system on the floors and corridors (3 points)

183- In order to enable the evacuation in the case of fire, providing floor plan which shows the place of fire escape in rooms (1 point)

184- Training of the personnel about fire, providing contact details of to be notified institutions in case of fire, distribution of tasks in case of fire and emergency plan (2 points)

185- Door lock system which provides to be opened from inside to outside without key at fire exit doors;  
- Lock system with bar (4 points)  
- Others (2 points)

186- Fire extinguishers;  
- Automatic extinguishing system with central control system (4 points)  
(2 points will be added if it is located in all units)  
- Fire valve and hose (2 points)

- Chemical extinguishers (1 point)

## **STORAGES**

- 187- Arrangement in equipment and material storages matching with facility capacity  
(1 point for each storage, it could not be more than 5 points)
- 188- Storage of alcoholic beverage;
- Cellar (3 points) (2 points will be added if hotel have and sell wine cellar)
  - Alcoholic beverage compartment (1 point)

## **GARBAGE**

- 189- Storage of garbage;
- Storage of garbage in closed nylon bags in a separate room (3 points)  
(1 point will be added if there is a refrigerated arrangement)
  - Storage of closed nylon bags in closed dumpsters (1 point)
- 190- Separation of solid wastes for recycling as plastic, paper, glass, metal etc. (3 points)

## **HEALTH AND FOOD SECURITY**

- 191- Conformity to the hygiene and health rules in preparing food and beverage stuff  
(2 points)
- 192- Precautions related to the health security of swimming pool in running water and conditioned air (2 points)  
(It is evaluated if it has maintenance contract)
- 193- Following the hygienic measures in respect to duties and places of duty by personnel (2 points)
- 194- Regular insect control (2 points)  
(It is evaluated if there is contract or disinfection programme)
- 195- Having under berm stable cooler and heater installation at the buffets (2 points)

## **ARRANGEMENT FOR DISABLED PEOPLE**

- 196- Arrangement for disabled people at the entrance of facility (2 points)
- 197- Arrangement for disabled people at the common garden for guests (2 points)
- 198- Arrangement for disabled people at the elevator (2 points)
- 199- Washbasin and toilet arrangement on the doors which clarifies that they are for disabled people (2 points)  
(2 points will be added if there is an arrangement for men-women common use in a separate place, except public toilets)
- 200- Arrangement for disabled people in bedrooms (2 points)
- 201- Arrangement for disabled people in bedroom baths (2 points)



202- Arrangement for disabled people's transportation and use of at least 3 of the units as entrance unit, lounge room, restaurant, swimming room, night club etc. (2 points)

**ASSESSMENTS:**

| <b>FIRST PART (HOTELS)</b> |                      |                        |
|----------------------------|----------------------|------------------------|
| <b>CLASS</b>               | <b>MINIMUM POINT</b> | <b>POINT COLLECTED</b> |
| 5-STAR HOTEL               | 560                  |                        |
| 4-STAR HOTEL               | 420                  |                        |
| 3-STAR HOTEL               | 285                  |                        |
| 2-STAR HOTEL               | 200                  |                        |
| 1-STAR HOTEL               | 150                  |                        |

## **PART II**

### **RESTAURANT AND CAFE**

- 1- Displaying the prices at the entrance of the restaurant (1 point)  
(1 point will be added if it has lighting)
- 2- Daily menu;  
(1 point will be added if there is diet, vegetarian, child menu etc.)
  - Presentation to guests with a good quality kit (3 points)
  - Presentation to guests with a normal quality kit (1 point)
- 3- Indicating of foods' content in daily menu (1 point)  
(1 point will be added for each foreign language, it could not be more than 3 points)
- 4- Floor covering;
  - Special weaving carpet with logo or special material (6 points)
  - Granite, marble, ceramic, woolen carpet, solid wood parquet (4 points)
  - Synthetic carpet or parquet (2 points)
  - Mosaic (1 point)
- 5- Decoration;
  - Special arrangement (5 points)
  - Good arrangement (3 points)
  - Normal arrangement (1 point)
- 6- Furnishing equipment;
  - Special equipment (5 point)
  - Good equipment (3 points)
  - Normal equipment (1 point)
- 7- Service equipment such as fork, spoon, knife, plate, glass etc.  
(2 points will be added if there is special dinner)
  - With very good quality logo (5 points)
  - Good quality (3 points)
  - Normal quality (1 point)
- 8- Table sheets (Good quality, clean and spotless) (3 points)
- 9- Dinner napkins; (changing with each guest, with napkin)
  - Good quality (2 points)
  - Normal quality (1 point)
- 10- Service office between dining hall and kitchen (2 points)
- 11- Service with serving cart (2 points)
- 12- A place for special dinner and cocktail; (Connected with kitchen or have private kitchen)
  - A salon which separate from dining hall (10 points)
  - A separate place in the dining hall (4 points)
- 13- Children service order (2 points)

## **KITCHEN**

- 14- Floor covering;
- Hygienic special material (6 points)
  - Marble, ceramic, etc. (3 points)
  - Mosaic (1 point)
- 15- Separate or separated with bars preparation places for meat-pastry and desert- cold meal-hot meal (2 points for each, it could not be more than 8 points)
- 16- Kitchen equipment;
- Customized cooking places (Dutch oven)
  - Equipment to keep meals hot (Bain-marie)
  - Equipment to keep meals hot during service (Chafing dish)
  - Grill equipment
  - Cooking oven for Turkish cuisine
  - Equipment to keep plates hot
- (2 points for each)
- 17- Special sterilization system for container for storing knives and knives (2 points)
- 18- Hygiene washbasin and tap (3 points)
- 19- Cold room, deep freeze and fridge;
- Cold room with alarm bell, which could be opened from inside (3 points)
  - Deep freeze and fridge (1 point)
- 20- Quality of dishwashing places (3 points)
- 21- Separate places for dishwashing of kitchen and service tools (3 points)
- 22- Washing of service serves by machine (3 points)
- 23- Service entrance connected to kitchen and storage, separate from entrance door (5 points)

## **FOOD AND BEVERAGE**

- 24- Quality of food stuff;
- Specially selected stuff (5 points)
  - Good quality stuff (2 points)
- 25- Table setting, presentation style of meal (5 points)
- 26- Food culture and exquisiteness (Local, national and international cuisines) (5 points)
- 27- Presentation of alcoholic and non-alcoholic drinks by proper service materials, related to their types (2 points)

**ASSESSMENTS:**

| <b>SECOND PART (RESTAURANTS)</b> |                      |                        |
|----------------------------------|----------------------|------------------------|
| <b>CLASS</b>                     | <b>MINIMUM POINT</b> | <b>POINT COLLECTED</b> |
| 1 <sup>ST</sup> CLASS RESTAURANT | 90                   |                        |
| 2 <sup>ND</sup> CLASS RESTAURANT | 50                   |                        |
| CAFETERIA                        | 50                   |                        |
| 3 <sup>RD</sup> CLASS RESTAURANT | 30                   |                        |

**RESULT:**

In.....Hotel, within the evaluation form implication on the date of ....., from **Hotels** part ..... points, **Restaurants** parts ..... points are collected.

Respectfully submitted.