

Quality Tourism Services Scheme Assessment Checklist

Visitor Accommodation

The assessment criteria of the Quality Tourism Services (QTS) Scheme provide a "moment in time" picture of the service status of the applicant merchants and these criteria are expressed in terms of a checklist.

Contributors and Assessment Elements

Five Contributors, namely Environment, Guestrooms and Facilities, Processes, People and Management Systems, are used to represent the key enablers for merchants to produce value and satisfaction for visitors. For each Contributor, a set of Assessment Elements together with the appropriate maximum number of points for each Assessment Element have been identified.

By using this Assessment Checklist, the applicant merchant can identify both its strengths for building competitive advantages and areas for improvement - ranging from issues that require a long-term strategic change to short-term "quick fixes".

Rating

Rating for each criterion is a combination of two factors:

- **"Approach"** is concerned with the *methods* the applicant merchant uses to address the criterion.
- **"Deployment"** is concerned with the *extent* to which the applicant merchant has implemented the approach to its full potential.

For rating of "Approach" and "Deployment", the applicant merchants should assess itself through the eyes of its customers and choose one of the five levels of Poor (0%), Unsatisfactory (30%), Satisfactory (60%), Good (80%) or Excellent (100%) by putting a tick at the appropriate place. Count the total number of ticks for each level and insert the number into the appropriate bracket () for each level. The sum of the marks should be inserted in the bracket [].

By using the prescribed formula, you will be able to calculate the number of points for a particular Assessment Element. By repeating the same calculation methods, points for all Assessment Elements can be worked out. To know your Total Points, you need only to insert and add up all the points for each Assessment Element in the Summary of Points - Visitor Accommodation provided.

The Points Obtained By Your Organisation

The maximum Total Points are 1,000. If ***you obtain at least 600 Total Points AND not less than 60% (Satisfactory) Level of Satisfaction for each of the Assessment Elements***, your organisation is eligible to make an application under the QTS Scheme for a comprehensive professional assessment in order to determine whether your organisation may become QTS certified.

If ***you obtain less than 600 Total Points or less than 60% (Satisfactory) Level of Satisfaction for any of the Assessment Elements***, your organisation should "deploy" the appropriate "approach" to upgrade and make improvements on those Assessment Elements that have scored low marks.

To ensure total service quality is achieved in accordance with the assessment criteria of the QTS Scheme, your organisation needs to obtain ***at least 600 Total Points AND not less than 60% (Satisfactory) Level of Satisfaction for each of the Assessment Elements*** in both self-assessment (conducted by yourself) and on-site assessment (conducted by professional consultant appointed by HKTB) in order to be eligible for the Scheme.

"Good Plus"

"Good Plus" elements are not scored but are recognised as value-added elements that can be aspired to for the benefit of continual upgrading and further development of the applicant organisation.

Chain or Franchise Business

In order to comply with the assessment criteria of the QTS Scheme, your organisation has to ensure that the management approach leads to quality services throughout the business. Such management should also be extended to all visitor accommodation premises if your organisation is running a chain or franchise business. During the self-assessment, you should score each assessment criterion according to the extent to which the good practices are "deployed". Therefore, ***you only have to submit ONE assessment checklist for your application***. The assessment checklist should consolidate the scoring which is based on your management approach and the extent to which the approach is widely applied in your business and across all premises of your accommodation.

Quality Tourism Services Scheme Assessment Checklist Visitor Accommodation

Notes for Calculation of Points for Each of the Assessment Elements

Please "✓" where appropriate

() No. of "✓" in the appropriate column

[] Sum of marks in the row

1. ENVIRONMENT

Performance Criteria (225 Points)

The physical location and the external and internal conditions of the accommodation help stimulate visitors' interest in accommodation.

Assessment Elements

1.1 Accessibility and identity (100 Points)

The location of accommodation is easily accessible by the public, while the identity can easily be determined.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. The building where the accommodation is located is easily accessible by major transport modes						
b. The identity such as names, signage or logo is clearly displayed in eye-catching positions. There is clear signage or logos at both street level entrance of building at which the visitor accommodation is situated, and at entrance of and/ or at a prominent place inside the visitor accommodation premises						
c. The identity such as signage or logos is well maintained						
d. The visitor accommodation is easily accessible within the building where it is located						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (4 - no. of N/A) x 100 points = _____					

Good Plus*:

☐ Lift and stairs are clean and well maintained

** please put a tick in the box as appropriate*

1.2 Maintenance of the accommodation premises (50 Points)

The accommodation gives visitors an overall comfortable experience.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. The premises of accommodation are well ventilated with no unpleasant odours						
b. Public areas including reception, waiting area, corridor and dining area (if any) are clean and tidy, and should not have any obscene sign(s) in/ outside its premises						
c. Provision of well-functioning lighting facilities with adequate level of illumination						
d. The lobby and common areas of the building where the visitor accommodation is situated are clean, tidy and comfortable						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (4 - no. of N/A) x 50 points = _____					

Good Plus*:

- ☐ The appearance of building is neat and tidy
- ☐ Exteriors of building are well maintained
- ☐ The lobby and common areas of the building are spacious, well ventilated and maintained

1.3 Overall security (75 Points)

Visitor accommodation and the building in which it is located gives visitors a sense of security by providing three levels of security: i.e. building, visitor accommodation and guestrooms.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. The security of the building is appropriate. At the main entrance(s), there should be security personnel on duty 24-hours and/ or installed with metal gate(s) which function properly to prevent the intrusion of strangers						
b. The security of the visitor accommodation and its guestrooms are adequate, and staff are on duty 24-hours						
c. Adequate measures are provided for the security of guestrooms to protect the property of visitors						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (3 - no. of N/A) x 75 points = _____					

Good Plus*:

- ☐ Effectively functioning 24-hour CCTV is available to monitor common areas of visitor accommodation

**please put a tick in the box as appropriate*

2. GUESTROOMS AND FACILITIES

Performance Criteria (225 Points)

Quality facilities help to offer comfortable and pleasant guestrooms where visitors can relax in a safe environment.

Assessment Elements

2.1 Basics of guestroom (80 Points)

Appealing presentation of guestrooms with good hygiene is offered providing a high degree of comfort.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. The usable size of the bedroom must fulfil the following minimum requirement: <ul style="list-style-type: none"> Single room size: 60 sq ft; Double room size: 90 sq ft Twin room size: 110 sq ft 						
b. Guestrooms are clean, tidy, disinfected daily, with no unpleasant odours, well ventilated and well maintained						
c. Walls, ceilings and floors are clean and well maintained						
d. Provision of functioning lighting facilities with adequate level of illumination						
e. Reasonable sound insulation with minimal intrusive noise from outside						
f. Provision of properly functioning air-conditioner						
g. Window(s) are clear and well maintained to provide natural light and adequate ventilation (if it can be opened)						
h. Provision of clean and tidy curtains or blinds						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (8 - no. of N/A) x 80 points = _____					

2.2 Beds and bedding (35 Points)

Adequate quality beds and bedding of good hygiene standards are offered to provide comfortable accommodation.

Assessment should be able to demonstrate:

	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. The beds must meet the following minimum requirement: <ul style="list-style-type: none"> Single bed size: 6ft X 2.5ft or above; Double bed size: 6ft X 4ft or above 						
b. Provision of bed and mattress of adequate quality						
c. Provide clean and sufficient bedding including blankets, pillows, pillowcases and bed sheets, where the pillowcases and bed sheets are changed at least every three days and for each new guest						
d. Additional blankets and pillows are available to guests on request						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (4 - no. of N/A) x 35 points = _____					

2.3 Furniture and fittings (20 Points)

Provision of appropriate furniture and fittings for visitors' convenience

Assessment should be able to demonstrate:

	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Provision of bed night table, cabinet or shelf that are in good condition						
b. Provision of wardrobe or clothes hanging space with sufficient hangers						
c. Provision of beverage-making facilities, such as electric kettle, and at least one drinking tumbler per guest						
d. Provision of chair or stool						
e. Provision of waste paper container						
f. Provision of properly functioning television						
g. Provision of efficiently-functioning telephone which enables connection for local calls						
h. Provision of conveniently situated power sockets to allow the safe use of guests' electrical equipment						
i. Provision of "Do Not Disturb" doorknob hanging sign						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (9 - no. of N/A) x 20 points = _____					

2.4 Bathroom (75 Points)

En-suite bathroom provides hygienic facilities and convenience to visitors.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Provision of en-suite bathroom in every guestroom						
b. Bathroom is clean, tidy, disinfected daily, well ventilated and in good condition						
c. Provision of a bath or shower, washbasin, toilet and mirror in good condition						
d. Adequate level of ventilation in the form of an extractor fan						
e. Adequate level of water pressure and satisfactory drainage						
f. Provision of hot water for bathing, available at all times						
g. Provision of sufficient lighting						
h. Provision of bathroom requisites including bath towel, bath mat, non slip bath mat, toilet paper, soap and glass/ cup						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (8 - no. of N/A) x 75 points = _____					

2.5 Other tourist care facilities/ services (15 Points)

Adequate tourist care services are available to enhance the cosiness of accommodation.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Provision of properly functioning hairdryer upon request						
b. Provision of efficiently-functioning fridge on the premises						
c. Provision of appropriate tourism information						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (3 - no. of N/A) x 15 points = _____					

Good Plus*:

- ☐ Provision of mailing service upon request
- ☐ Provision of computer loaning service
- ☐ Provision of broadband Internet access
- ☐ Provision of microwave oven on the premises
- ☐ Provision of laundry service
- ☐ Provision of safe in the guestroom
- ☐ Provision of iron and ironing board upon request
- ☐ Morning call service available upon request or provision of alarm clock in guest room
- ☐ Provision of disposable slippers
- ☐ Provision of disposable toiletries
- ☐ Provision of beverage/ coffee vending machine on the premises
- ☐ Provision of heaters upon request
- ☐ Provision of IDD calls
- ☐ Provision of newspapers, magazines, tourist guides, local street maps and reading materials for tourists

**please put a tick in the box as appropriate*

3. PROCESSES

Performance Criteria (200 Points)

Quality service processes help provide convenience and a pleasant environment in which visitors can enjoy a memorable stay.

Assessment Elements

3.1 Clear and sufficient information (120 Points)

Clear and sufficient information is available to facilitate visitors' selection of the most suitable accommodation.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Accommodation fees or price list, detailing the facilities and services included, are clearly displayed or indicated						
b. The price list and charges of the additional facilities/ services, such as Internet access fee, IDD fee and laundry fee (if any), are clearly displayed or indicated						
c. Receipt should clearly indicate details of the visitor accommodation (such as name, address, and telephone number)						
d. Receipt should be clearly itemised with accommodation fee, service charge, taxes, meals and refreshments charges (if any), other surcharges if applicable and date of accommodation						
e. Bilingual price information is available in English and other appropriate languages						
f. Check-in and check-out times should be clearly communicated upon making reservation						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (6 - no. of N/A) x 120 points = _____					

3.2 Booking and confirmation (30 Points)

An effective reservation and confirmation system, which allows visitors to make enquiries at reasonable times.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Effective means are in place for visitors to call in either locally or from overseas to make booking						
b. Written confirmation or reservation code is provided to visitors upon room booking, providing detailed information of the accommodation services, fees, duration, date(s) of accommodation, and cancellation and refund policies						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (2 - no. of N/A) x 30 points = _____					

3.3 Cancellation, refund and charging policy (50 Points)

Effective policy for cancellation of booking, refund of deposit and transparent charging policy, are in place.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Effective means are in place to handle visitors' cancellation of booking and refund of deposit						
b. Cancellation and refund policies are displayed or made known to visitors at the time of booking						
c. Charging policy on additional services is displayed or made known to visitors through all booking channels						
d. Cancellation, refund and charging policies are documented clearly						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (4 - no. of N/A) x 50 points = _____					

4. PEOPLE

Performance Criteria (200 Points)

The delivery of quality accommodation service relies on the overall performance of the operator and staff. They should demonstrate their professionalism by adopting a positive and sincere attitude; have a pleasant appearance, effective communication skills, customer service and problem solving skills.

Assessment Elements

4.1 Service attitude and skill (100 Points)

Service personnel are welcoming, well mannered, patient and sincere with a consistently positive attitude when serving visitors.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Staff are warm and friendly to make visitors feel welcome						
b. Staff are enthusiastic and proactive in helping visitors in a timely manner						
c. Staff are patient and helpful in handling enquiries						
d. Staff have good telephone manner						
e. Staff are willing to explain to visitors if the bill is unclear or inaccurate						
f. Staff handle objections and complaints sincerely and efficiently						
g. Staff are efficient and do not cause undue delay for visitors' checking-in or check-out						
h. Staff are available to provide assistance at all times, especially during visitors' arrival and departure						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (8 - no. of N/A) x 100 points = _____					

Good Plus*:

☐ Visitors are shown the way to their rooms and offered assistance with luggage

**please put a tick in the box as appropriate*

4.2 Pleasant presentation (40 Points)

Staff have a clean and tidy presentation, projecting a pleasant image to visitors throughout their stay.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Staff are easily identified by uniform or name tags.						
b. Staff maintain a neat and tidy personal appearance						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (2 - no. of N/A) x 40 points = _____					

4.3 Professional knowledge (60 Points)

Staff are well-trained in service skills and have adequate product knowledge to serve visitors professionally and promptly.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Staff are knowledgeable and able to explain to visitors what exactly are included in the prices quoted for accommodation fee, including service charge, taxes and other surcharges						
b. Staff are capable of handling enquiries in a professional manner						
c. Staff are capable of providing information on tourist attractions and transportation for visitors						
d. Staff have good command of English or other appropriate languages						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (4 - no. of N/A) x 60 points = _____					

5. MANAGEMENT SYSTEMS

Performance Criteria (150 Points)

The visitor accommodation has organised itself in such a way that the human, administrative and technical factors affecting quality are integrated to achieve excellence in delivering customer satisfaction.

Assessment Elements

5.1 Quality assurance (30 Points)

The visitor accommodation has a quality control mechanism that assures the delivery of quality services.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Quality control mechanism on security, cleaning and maintenance are in place and managed						
b. Staff are well trained to implement the quality control mechanism						
c. Regular pest control system is in place and conducted on a regular basis to ensure all areas are free of rats, cockroaches and other pests and insects						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (3 - no. of N/A) x 30 points = _____					

5.2 Effective communication and visitor friendly service procedures (50 Points)

Visitor friendly service procedures are in place to provide convenience.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Enquiry e-mail address or hotline is available within convenient service hours						
b. Reservation and confirmation procedures and channels are convenient and easily accessible						
c. Privacy of visitors is ensured at all times during their stay						
d. Accept various payment methods						
e. Clear and accurate billing system is in place						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (5 - no. of N/A) x 50 points = _____					

5.3 Pertinent safety and emergency procedures (30 Points)

The visitor accommodation strictly complies with relevant legal requirements to ensure safety. Procedures are in place to handle emergencies.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Adequate safety and emergency measures are in place						
b. Sufficient and operational emergency exits are in place, easily identifiable and free from obstruction						
c. Printed advice showing how to obtain immediate emergency assistance and the emergency exit route(s) are displayed in each guest room by means of a notice or indication						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (3 - no. of N/A) x 30 points = _____					

5.4 Complaint handling system (40 Points)

The management of the visitor accommodation services takes a proactive role in listening to visitors' voices and has a well-developed system to empower staff to handle complaints and take remedial action.

Assessment should be able to demonstrate:	Poor 0%	Unsatisfactory 30%	Satisfactory 60%	Good 80%	Excellent 100%	N/A
a. Channels are in place to collect customer complaints and feedback						
b. Channels and procedures are in place for complaint handling						
c. Effective system is in place to facilitate the analysis of information collected from customers and communication with management						
d. Establishment of customer service system to strive for excellence						
e. Staff are empowered to take quick and appropriate remedial action in case of complaint						
Sub-total of Marks	() x 0	() x 0.3	() x 0.6	() x 0.8	() x 1	()
Sub-total of Points	[] ÷ (5 - no. of N/A) x 40 points = _____					

Summary of Points – VISITOR ACCOMMODATION

Contributors	Assessment Elements	Points
1. Environment (225 Points)	1.1 Accessibility and identity (100 points)	
	1.2 Maintenance of the accommodation premises (50 points)	
	1.3 Overall security (75 points)	
	Sub-total:	
2. Guestrooms and facilities (225 Points)	2.1 Basics of guestroom (80 points)	
	2.2 Beds and bedding (35 points)	
	2.3 Furniture and fittings (20 points)	
	2.4 Bathroom (75 points)	
	2.5 Other tourist care facilities/ services (15 points)	
	Sub-total:	
3. Processes (200 Points)	3.1 Clear and sufficient information (120 points)	
	3.2 Booking and confirmation (30 points)	
	3.3 Cancellation, refund and charging policy (50 points)	
	Sub-total:	
4. People (200 Points)	4.1 Service attitude and skill (100 points)	
	4.2 Pleasant presentation (40 points)	
	4.3 Professional knowledge (60 points)	
	Sub-total:	
5. Management systems (150 Points)	5.1 Quality assurance (30 points)	
	5.2 Effective communication and visitor friendly service procedures (50 points)	
	5.3 Pertinent safety and emergency procedures (30 points)	
	5.4 Complaint handling system (40 points)	
	Sub-total:	
	Total Points:	

Note: Add all sub-total of points for each "Assessment Element" to obtain the Total Points.

While every effort has been made to ensure the accuracy of this information, Hong Kong Tourism Board accepts no responsibility for any errors or omission.

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