

HOTEL STANDARDS

ASSET CATEGORY GUIDE



Defining what **good**
looks like



1 - NEW

Looks new; just onboarded, installed, or recently refurbished to a good condition.



2 - MINIMAL USE

Minor wear and tear; only close inspection will reveal signs of slight wear such as minor scuffs, slight pilling or small stains that can be fixed.



3 - MODERATE USE

The asset is fairly worn and shows more noticeable signs of wear. This can include scratches, dents, discolouration and scuffs.



4 - MAJOR USE

The asset has the potential to be brand damaging with signs of extensive use such as chipped framework, snags in upholstery, and threadbare seams.



5 - HESS HAZARD

The asset is damaged beyond repair; this could develop into a HESS hazard and must be removed from service.



ARTWORK

This category checks paintings, sculptures, and other decorative items that may be found on walls, as well as objects fixed to surfaces for decoration.

What to look for: Assess for any noticeable damage, such as cracks, chips, or fading colours.





EXAMPLE OF 2

- Minor marks to the outer frame of a hung painting, finger marks and dust.



EXAMPLE OF 3

- Slight discoloration due to solar damage.
- Small chips to frame, which could be touched up on site.



EXAMPLE OF 4

- Noticeable chips and splintering to frame.
- Rust to an outside sculpture that stains the deck.



SOFT FLOORING

This category includes rugs and carpets.

What to look for: Assess the overall condition of the carpet for signs of wear and tear. Look for areas where the fibres are frayed, flattened, or showing excessive signs of use. Check for any tears or rips. Inspect the edges and seams for any visible damage that may require repair. Walk across the carpet and check for any loose or bulging areas. These can be a trip hazard and may indicate that the carpet needs to be stretched or secured. Cleaning can usually be resolved without logging on the Hotel Standards assessment.



EXAMPLE OF 2

- Minor staining to carpet surface.



EXAMPLE OF 3

- Noticable worn and split seams.



EXAMPLE OF 4

- Major wear, with signs of shading and decreased pile height.



CASEGOODS

This category inspects fixed cupboards and separate units like tables, shelves, and podiums.

What to look for: Ensure that they are securely attached to the wall or floor. Check for any damage, such as broken drawers or shelves.





EXAMPLE OF 2

- Surface dirt, water-marks and light staining.



EXAMPLE OF 3

- Light surface scratches, especially noticeable around the door opening and handle areas.



EXAMPLE OF 4

- Splintering of wooden frames.
- Rust appearing on metal hingework.



CHAIRS

This category assesses all the chairs in the venue, both indoors and outdoors. It includes different types like comfortable lounge chairs, dining chairs, and barstools.

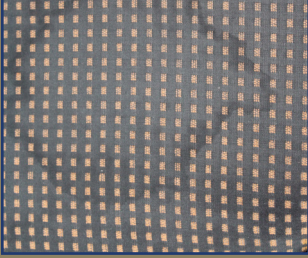
What to look for: Look for stability, any loose parts, tears in upholstery, or signs of wear and tear. All chairs must have gliders, they provide protection for the chair leg and the floor or deterioration of metal components.





EXAMPLE OF 2

- Pilling appearing on fabric surface.
- Small scuffs to chair leg.



EXAMPLE OF 3

- A permanent stain that requires specialist cleaning.



EXAMPLE OF 4

- Structural damage to the chair's frame.



FABRIC

This category includes textile surfaces such as cloth, silk, wool, leather and faux leather.

What to look for: Assess the condition of fabric for pilling, rips, snags, tears and discoloration. Stains that can not be removed from light cleaning should be noted.





EXAMPLE OF 2

- Pilling appearing on fabric surface.



EXAMPLE OF 3

- A permanent stain that requires specialist cleaning.



EXAMPLE OF 4

- Cracking to faux or natural leather due to high stress and delamination.



FAUCETS

This category is about the taps and showerheads in sinks and showers.

What to look for: Check for any leaks, loose handles, or signs of rust or corrosion. Ensure that the faucets are functioning properly.





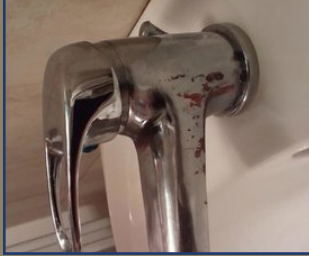
EXAMPLE OF 2

·Small scratches to metalwork.



EXAMPLE OF 3

·Slight scratches on the lever/handle and signs of use.



EXAMPLE OF 4

·Noticeable scratches and signs of rust around the head of faucet.



FIXED SEATING

This category includes seating that is permanently fixed in place, such as long rows of couches or banquettes.

What to look for: Check for any tears, stains, or discoloration on the upholstery or cushions. Inspect the structural integrity of the seating, ensuring there are no broken frames or loose parts. Look for any signs of wear or sagging in the seating surface.





EXAMPLE OF 2

- Stains and dust to fabric and surface area.



EXAMPLE OF 3

- Scratches to framework and surround. Noticeable marks and rips to fabric.



EXAMPLE OF 4

- Structural damage to the frame and paintwork.



GLASS

This category examines glass used in windows, dividers, and shower doors. It can also be used for mirrors and railings on balconies.

What to look for: Check for any cracks, chips, or scratches on the glass surfaces. Ensure that mirrors and railings are securely attached.





EXAMPLE OF 2

- Finger prints and water-marks.



EXAMPLE OF 3

- Minor scratches and removable stains.



EXAMPLE OF 4

- Small chips.



HARD FLOORING

This category focuses on different types of flooring that are not carpets, such as wood, laminate, and tile.

What to look for: Check for scratches, dents, warping in wood or laminate flooring. For tile flooring, assess the condition of grout and look for any cracked or loose tiles. Cleaning can usually be resolved without logging on the Hotel Standards assessment.





EXAMPLE OF 2

·Scratches and chips to the surface of the flooring.



EXAMPLE OF 3

·Discoloration.



EXAMPLE OF 4

·Cracks and floor movement due to deck flex and age.



DECORATIVE LIGHTING

This category examines lights such as chandeliers, table lamps, and wall lights (not spotlights in the ceiling).

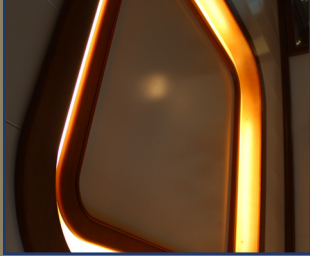
What to look for: Check for any signs of damage such as missing or broken glass elements, lampshades that are discoloured or torn, cracks in surfaces, or deterioration of metal components.





EXAMPLE OF 2

- Minor dimming and discoloration.



EXAMPLE OF 3

- Tarnish to metalwork of fixture, dimming to light output.



EXAMPLE OF 4

- Signs of major wear and discoloration.
- Lighting not working.



PLANTS & FLOWERS

This category encompasses real and artificial plants/flowers and the pots/stones they are placed in.

What to look for: For real plants, check for signs of wilting or decay. Assess the condition of the pots and surface stones for any cracks or damage. Do not assess fresh flowers that get replaced by the florist.





EXAMPLE OF 2

- Leaves that can be dusted or removed.



EXAMPLE OF 3

- A few drying leaves, wilting with droopy leaves.



EXAMPLE OF 4

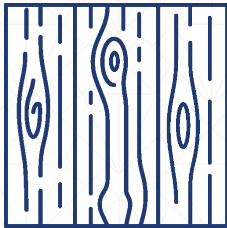
- Rotting, fading in colour to majority of plant.



PRIMARY FINISH

This category looks at the main finishes on walls, such as plastic panels, metal finishes, and wooden panels.

What to look for: Assess for damage, like scratches, rust, dents, scuffs or peeling surfaces.





EXAMPLE OF 2

- Small mark that can be removed by cleaning.



EXAMPLE OF 3

- A scratch or dent to paintwork.



EXAMPLE OF 4

- Rust and paint flaking due to weather conditions.



SANITARY WARE

This category includes items in the bathroom, like sink basins, toilets, baths and urinals.

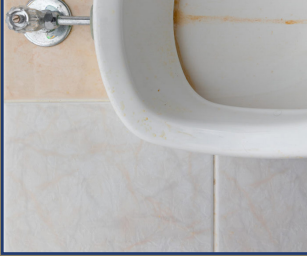
What to look for: Ensure that all sanitary ware fixtures are functioning properly. Check for any cracks, leaks, or signs of damage in sinks, basins, toilets, and urinals.





EXAMPLE OF 2

•Small scratches to sink basin or plug.



EXAMPLE OF 3

•Signs of minor rust around the urinal basin.



EXAMPLE OF 4

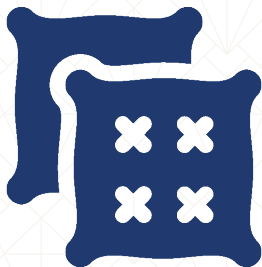
•Crack to toilet bowl or seat.



SOFT ACCESSORIES

This category includes soft items that guests use, like cushions, seat pads, and curtain tie backs.

What to look for: Assess the condition of cushions and seat pads, checking for any tears, stains, or signs of wear.





EXAMPLE OF 2

- Curtain tie-backs show signs of wear and pilling.



EXAMPLE OF 3

- Bed runner is pilling and has signs of age and colour fading.



EXAMPLE OF 4

- Sagging due to breakdown of cushion infill.



SPECIAL FINISH

This category looks at looks at extra decorative finishes that require special care. It includes decorative dividers, painted plaster, and unique designs on surfaces.

What to look for: Look for any signs of damage, such as chipped paint or cracks in the plaster.





EXAMPLE OF 2

- Small stains or dirt.



EXAMPLE OF 3

- Light surface scratches and noticeable staining.



EXAMPLE OF 4

- Structural damage to a frame, or noticeable tarnishing and damage.



STONE

This category is about special stone tiles and mosaics on walls. We also look at stone counters and desks.

What to look for: Check for any cracks, chips, stains, or uneven surfaces on the stone tiles or mosaics. Assess the condition of stone counters and desks for any damage or signs of wear.





EXAMPLE OF 2

·Staining to surface of stone.



EXAMPLE OF 3

·Noticeable signs of wear, colour fading and chips.



EXAMPLE OF 4

·Cracks to stone and other damage.



TABLES & TABLE BASES

This category checks all the tables in the venue, both fixed and movable ones.

What to look for: Assess the stability of the tables, ensuring there are no wobbling or loose parts. Check the overall condition of the table surface for scratches, stains, or any signs of damage.





EXAMPLE OF 2

·Minor scuff marks to base or top.



EXAMPLE OF 3

·Noticeable scratches, dents and stains.



EXAMPLE OF 4

·Table is not levelled.



W/C HARDWARE

This category is about the extra things in the bathroom, like handrails and towel holders.

What to look for: Check the stability and condition of handrails and towel holders. Ensure they are securely attached and free from any damage or signs of wear.





EXAMPLE OF 2

- Towel Holder has minor scratches.



EXAMPLE OF 3

- Tarnish to metalwork of grab rail.



EXAMPLE OF 4

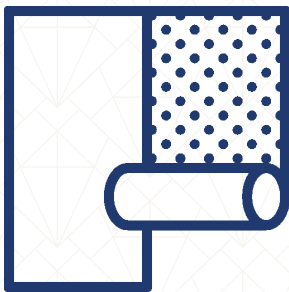
- Handrail is loose and shows signs that it can be pulled off the wall.



WALLCOVERINGS

This category comprises of wallpapers and plastic coverings on the walls.

What to look for: Look for any peeling, ripping, or damage to the wallcoverings. Check if the wall panels are scuffed or dented.





EXAMPLE OF 2

- Minor wear and scuff marks.



EXAMPLE OF 3

- A permanent stain or scratch that requires specialist cleaning or repair.



EXAMPLE OF 4

- Water damage to the surface from a leak.



WINDOW TREATMENT

This category includes items related to windows, such as curtains, blinds, and shutters.

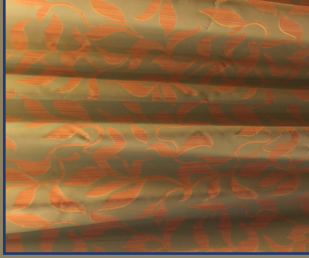
What to look for: Check for any tears, stains, or damage to the fabric. Ensure that blinds or shutters are functioning properly.





EXAMPLE OF 2

- Sheer is wrinkled and requires steam cleaning.



EXAMPLE OF 3

- Curtain is slightly faded and shows signs of staining and pulls.



EXAMPLE OF 4

- Curtain shows noticeable fading and has frayed edges.