

HOTEL ESTABLISHMENTS

Classification criteria

2012 Edition



CITQ

Corporation de
l'industrie touristique
du Québec

www.citq.info

GUIDING PRINCIPLES

Classification: the sum of several parts

The overall result is the weighted sum of the results for each section of this evaluation. Each section has a different impact on the overall result, and the level obtained in a given section can differ from that obtained in the overall result.

Relative weighting

As this table shows, each section in the evaluation of a hotel establishment has a different impact on the overall classification. "Rooms" and "Bathrooms" carry special weight under the new rating system described above.

<i>Sections</i>	<i>Percentage of the overall evaluation</i>
Rooms	40 %
Bathrooms	20 %
Other sections	40 %

Evaluation of rooms and bathrooms

The result obtained in the "Rooms" and "Bathrooms" sections corresponds to the average of the results obtained for each group of rooms and bathrooms visited by the classifier. This evaluation is based on a predetermined sample representative of each group of rooms and bathrooms in the establishment.

For an establishment with shared bathrooms, a ratio is also applied to the result obtained in the "Bathrooms" section. The bathroom ratio is calculated by dividing the total number of bathrooms (private and shared) by the total number of rooms.

Impact of appearance

The appearance of the items classified is an important consideration. The cleanliness and upkeep of each element are an integral part of the evaluation for each section. Appearance is worth 30% of the overall evaluation for a hotel establishment.

Equivalence

Any materials, products and services not mentioned in this guide or that are yet to be offered in a rapidly evolving market are evaluated on the basis of equivalent materials, products and services. A professional development program allows CITQ classifiers to keep abreast of changes in the industry and strictly apply this principle of equivalence.

CLASSIFICATION CRITERIA

SECTION 1 : ROOMS

BED

Type of bed
Bedding
Bed cover

FURNITURE

Bed frame
Bedside tables
Storage furniture
Desk
Desk chair0
Seating
Furniture quality

OTHER ELEMENTS

Minimum floor space
Walls
Floor
Heating
Air conditioning
Telephones
Internet
Electronic equipment
Door locks
Window coverings
Closet or wardrobe
Clothes hangers
Luggage rack
Light fixtures

APPEARANCE OF ROOM

Appearance of bedding
Appearance of bed cover
Appearance of mattress and box spring
Appearance of bed frame
Appearance of bedside tables
Appearance of storage furniture
Appearance of desk

Appearance of desk chair
Appearance of seating
Appearance of closet or wardrobe
Appearance of walls
Appearance of floor
Appearance of ceiling
Appearance of heaters
Appearance of air conditioners
Appearance of telephones and electronic and electrical equipment
Appearance of light fixtures
Appearance of window coverings
Appearance of decorative elements

Additional services and facilities
Demerit elements

SECTION 2: BATHROOMS

Minimum floor
Bathroom fixtures
Counter and storage
Bathroom linen
Quality of bathroom linen
Toiletries
Walls
Floor
Shower surround
Shower curtain or door
Heating
Light fixtures
Mirror

APPEARANCE OF BATHROOM

Appearance of toilet
Appearance of sink
Appearance of bathtub and shower
Appearance of shower curtain or door
Appearance of bathroom linen
Appearance of walls
Appearance of floor
Appearance of ceiling
Appearance of lighting fixtures
Appearance of accessories

Additional services and facilities
Demerit elements

SECTION3: FOOD SERVICES

Restaurant hours
Type of breakfast
Staff
Main dining room
Place setting
Room service

APPEARANCE OF RESTAURANTS AND DINING ROOMS

Appearance of place settings
Appearance of dining room furniture
Appearance of lighting fixtures
Appearance of walls
Appearance of floor
Appearance of ceiling

SECTION 4: SERVICES AND INTERIOR

Meeting or banquet rooms
Lobby
Reception area
Lounges
Bar
Cloakroom for luggage
Telephone
Access to services and other rooms
Shops
Business centre
Ice

APPEARANCE OF SERVICES AND INTERIOR

Appearance of meeting or banquet rooms
Appearance of lobby
Appearance of lounges
Appearance of bar
Appearance of corridors and common areas
Appearance of public restrooms

Demerit element

SECTION 5: BUILDING EXTERIOR

Main entrance
Building
Landscaping: Horticultural and built elements
Landscaping: Use of available space
Parking area

APPEARANCE OF BUILDING EXTERIOR

Appearance of main entrance

Appearance of building

Appearance of signage

Appearance of landscaping

Appearance of parking area and driveways

Demerit elements

SECTION 6: ON-SITE SERVICES, ACTIVITIES AND FACILITIES

Services

Activities

Facilities

SECTION 7: SUSTAINABLE TOURISM

Sustainable tourism

APPENDIX

Appendix A: First-aid kit