

Bed & Breakfast Innkeepers of Colorado

ASSOCIATION STANDARDS/EVALUATION FORM

2003

REVIEW DATE: _____

NAME OF INN: _____

LOCATION OF INN: _____

NAME OF INNKEEPER: _____

Inspection Type: Overnight Walk-through BBIC EVALUATOR: _____

I, the innkeeper of this bed & breakfast establishment, certify that I am in compliance with all applicable Federal, State, County, and/or city/local Bed & Breakfast business regulations, laws, codes and/or ordinances.

X _____

STANDARDS PHILOSOPHY: With our unique hospitality and professionalism we, as BBIC members, will offer a clean room in a safe and healthy environment that produces a pleasant experience for our guests. To better achieve these ends, we will periodically measure our performance against a rigorous set of standards to insure maintenance of the excellence required to be a BBIC member. The following criteria are intended to serve as a basis for this measurement process. While designed to provide helpful guidelines both for the innkeeper and the independent BBIC inspectors, this evaluation form does not and shall not supersede any laws or regulations that may govern an individual B&B.

- LEGEND:**
- * Required/Mandatory (must meet all requirements)
 - Recommended (must meet at least 50% within each subsection and 80% of all stated evaluation form)
 - N/A (determined by BBIC evaluator)

IN CASE OF FAILURE TO PASS THE ENTRY INSPECTION OR A REINSPECTION: Inns that fail to meet the mandatory requirements or biennial reinspection will have 30 days to make corrections and notify the Membership Committee chairperson that the corrections are completed. The Membership Committee chairperson will then notify the inspectors to schedule another reinspection at the inn's expense, or, in case the corrections are minor, accept written notification from the inn that the corrections have been completed. The Membership Committee may grant additional time to correct a deficiency if warranted.

- | Yes | No | N/A | |
|----------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | <u>ADMINISTRATIVE: Business/Professionalism</u> |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -does not show rented guestrooms (without guest permission) |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -guest informed of resident pets when reservation is made (allergy & health issue) |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -guests are given information on who to contact and how to contact them in case of emergency |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -innkeeper/staff is present at normal check-in time |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -sends written confirmation to confirm reservations. Confirmations must be sent via e-mail, fax, or snailmail, and will include cancellation policy. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -has Signage identifying place as a business (local laws permitting) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -business sign in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -answers telephone as a business, not just "Hello?" |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -uses telephone answering machine/voice mail/etc. (unless 24 hr staff) identifying as a business |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -guest informed of cancellation policy when reservation is made |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -operating hours posted at main entrance (unless 24 hour on-site supervision) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -listed in phone book business section as a business |

- | | | | |
|----------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | <u>ADMINISTRATIVE: Inn Brochure</u> |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -cancellation policy clearly stated |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -room/suite rates listed |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -must provide amenities/services as advertised |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -flavor and ambiance of the inn honestly projected |
| <input type="checkbox"/> * | <input type="checkbox"/> | <input type="checkbox"/> | -breakfast is accurately described as full or continental |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -inn restrictions/limitations/policies clearly stated (i.e. pets, smoking, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -directions to inn are clear & accurate |

Yes No N/A

EXTERIOR: Safety/Security

- * -ground level pool/spa fenced (required by code in most areas)
- handrails around decks and stairways (those exceeding 18" above grade)(required by code in most areas)
- parking area adequately lighted
- driveway/parking surfaces in good state of repair/condition
- sidewalks/walkways in good repair/condition
- has identifiable guest parking
- guest parking allows easy access to inn
- grounds & structure(s) are well kept

COMMON AREAS: Safety/Security

- * -operational smoke alarms in common area of each floor
- * -fire extinguishers - 5 pound minimum - one or more readily available and in clear view on each floor
- * -emergency lighting (fixed or portable either electric or battery) illuminating each stairway
- * -stairs shall be in good condition and equipped with handrails
- * -instructions for calling for emergency aid posted and access to phone available
- all fireplaces (if present) must be maintained in good working order
- dedicated guest common-areas/sitting-rooms (available at all times)
- main access stairs shall be usable by guests carrying luggage

COMMON AREAS: Appearance/Comfort/Cleanliness

- adequate lighting
- walls, wallpaper, & paint in good condition
- ceilings in good condition
- floors/floor coverings in good condition
- windows/window coverings in good condition
- furnishings in good condition
- decor/artwork, etc. in good condition

GUEST ROOMS: Safety/Security

- * -operational smoke alarms in each guestroom
- * -emergency lighting in each guestroom (fixed or portable either electric or battery)
- * -secondary exits (emergency) are available for each guestroom, for 3rd floor rooms or above - require 2 (two) exits off of the floor (unless floor has operational sprinkler system in place)
- * -guests can lock their room when they leave
- * -written instructions for emergency procedures are provided in the guest rooms.
- inn will limit number of guests booked to number of beds available. There will be no more than two adults for full (3/4) or larger bed.
- guest rooms & bathrooms are functional (see code requirements)
- operational window locks on ground floor rooms or any room with easy access
- headboards - securely fastened/mounted and in good condition
- guestroom privacy locks (i.e. slide bolts, chain, etc.) and in good condition

GUEST ROOMS: Appearance/Comfort/Cleanliness

- robes provided for rooms with shared baths, robes in good condition
- mattress - clean, odor free and in good condition
- mattress pads on all beds - clean, odor free and in good condition
- blankets - clean, odor free, extra available and in good condition
- spread - clean, odor free, and in good condition
- pillows & pillow protectors - clean, odor free, extra pillows available and in good condition
- doors in good condition
- walls, wallpaper, & paint in good condition
- ceilings in good condition
- floors/floor coverings in good condition
- windows/window coverings in good condition
- furnishings in good condition
- decor/artwork, etc. in good condition
- adequate lighting, light at each side of bed in good condition
- a writing surface & comfortable seating provided in good condition
- adequate space for guest's luggage in good condition
- closet/hanging space with hangers in good condition
- dresser drawers available for guest belongings in good condition
- dresser drawers are lined and in good condition

- | Yes | No | N/A | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -clock, radio-alarm, or similar device provided in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -bedside table/stand/shelf/etc. at each side of bed for glasses/clocks/etc. in good condition |

GUEST ROOMS: Maid Service

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -bed linens changed after every 3rd night (long staying guests) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -bed linens changed upon guest departure |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -rooms completely cleaned after guest departure |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -all linens in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -rooms are serviced daily |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -private bathrooms serviced daily |

GUESTS BATHS: Appearance/Comfort/Cleanliness/Safety

- | | | | |
|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -bath rooms shall be functional and clean |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -all tubs/showers shall have non-slick surfaces |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -toilet is clean & good working order |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -tub/shower clean, good working order, adequate hot water & water pressure |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -GFI electrical plugs |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -shared bathrooms shall be cleaned and restocked daily |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -no more than 3 rooms (maximum 5 people includes innkeepers if applicable) to share 1 full bathroom (can be modified based on guest baths layout & number, i.e. European Layout, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -operational window locks (ground level rooms or baths with easy access) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -well ventilated (fan/window) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -adequate toilet paper, tissue, waste-baskets, water glasses, soap |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -have bath mats to avoid slippage on wet floors |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -easy-to-clean, non-porous surface around toilet (discourage permanent carpeting around toilets) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -for shared baths, towels & bath mats provided in individual guest room |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -bath towels/washcloths changed daily or less frequently upon request (stay overs) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -individual soaps/pump soaps |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -doors in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -walls, wallpaper, & paint in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -ceilings in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -floors/floor coverings in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -windows/window coverings in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -furnishings in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -adequate space for toiletries |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -mirrors conveniently located, in good repair & good condition, GFI electrical outlet nearby |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -lighting sufficient, well located in good condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -tub/shower/sink grout in good repair, good condition, and clean |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -towels/washcloths of adequate quality, size, and good condition |

BREAKFAST

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -freshly prepared, served and cleared by the innkeeper / staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -will consist of more than coffee, tea, and juice |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -table is set nicely (no paper plates, Styrofoam cups, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -each guest has a place to sit down while having breakfast (chair and table/eating surface) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -inquires about guest's dietary restrictions |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -innkeeper/staff is present at standard breakfast hours |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -is presented professionally & attractively |

Food/Health Safety (non-commercial kitchen, guest food storage only)

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -if catering to more than inn guests, a food service license is required (Colorado Law) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -hands & exposed portions of arms are thoroughly washed before beginning food preparation |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -kitchen is clean and all equipment in good working condition |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -pets not present in food preparation area |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -pets shall not interfere/impose on guests/guest-space in dining area |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -all preparation areas are cleaned and sanitized (see recommended BBIC health/safety procedures) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -all refrigerators in good operating condition and clean, with thermometer and temperature set to 40°F or lower |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -all freezers in good operating condition, clean with thermometer and temperature set to 0°F or lower |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -all hot food storage maintained at 140°F or higher (buffets, etc.) If it falls below 140°F, then reheat to 165°F |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | -freshly prepared food for guest's breakfast (food is never to be reused for guest purposes) |

Yes No N/A

OTHER: Service/Amenities

- * -display and distribute BBIC state guides in guest common areas
- * -make comment BBIC cards readily available to guests
- telecommunications available for guest use at all times
- operating instructions & rules posted for telephones, fireplaces, etc.
- if a TV is provided, that it be in good working order
- if a Jacuzzi/spa/steam-bath is provided, that it be clean & in good working order with instructions & rules posted
- refreshments available for guests
- turndown service each night (safety & security check of the guest room)
- provide friendly hospitality & attention to guests
- innkeepers exhibit positive attitudes & friendliness towards each other and their staff when guest are present
- display and distribute BBIC state guides in guest rooms
- refer guests to other BBIC member inns
- attend the annual BBIC conference and trade shows
- willing to serve on BBIC Board of Directors and/or committees
- are there other inns in you area you can recommend?

EVALUATOR COMMENTS

EVALUATOR SIGNATURE: X _____

APPEAL PROCESS:

If any applicant inn (Inn) or any member inn (Inn) does not meet (1) Any required standard, (2) 50% of any recommended standards in any subsection or (3) 80% of all recommended standards, that Inn may file a written appeal to the Membership Chairperson stating the reason(s) why they should be granted a variance(s) to said standard or group of standards. Valid reasons for a variance may include, but not be limited to: undue financial burden, structural, historical or physical complexities, local code which prohibits such standards, or similar items.

The Membership Chairperson will notify the Standards Committee which will schedule an appeal hearing within 30 days. Based on that hearing, the Standards Committee will make a recommendation to the Executive committee to (1) Approve such variance(s) as requested, (2) Approve the Variance(s) after specified action steps are taken by the applicant to eliminate such deviations from the Standards, or (3) Reject said appeal.

The Executive Committee will decide by majority vote to approve or reject said appeal. If the recommendation involves action steps to be taken by the Inn, the Inn will be inspected by a representative to be designated by the Executive Committee to determine that the necessary action steps are completed prior to voting by the Executive Committee. It is understood that any variance is proprietary (can not be automatically transferred to new owners) to the owners of the inn at the time said variance is granted.