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**BHUTAN STANDARD**

**Blue Poppy (1&2) Hotels - Accommodation and Service Requirements**



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འབྲུག་གི་ཚོར་སྤྱོད་མེ་ཏྲོག་ ཉུག་ པ་དང་ ༡ པ། རྩ་ཁང་། སྤྱོད་སྤྲོད་འཁུར་ཏྲོག་གི་དཔོན་མཁོ།

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**FOREWORD**

This Bhutan Standard for Blue Poppy (1 & 2) Hotels - Accommodation and Service Requirements was adopted by Bhutan Standards Bureau after the draft finalized by the Basics and Management Systems Technical Committee (TC 04) and approved by the Bhutan Standards Bureau Board (BSB Board) on 28 July 2021.

This standard is subject to systematic review after five years to keep pace with the market trends, industrial and technological developments. Any suggestions and further information may be directed to the concerned Technical Committee.





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**BHUTAN STANDARD**

**Blue Poppy (1 & 2) Hotels - Accommodation and Service Requirements**

**1 Scope**

This standard lays down the quality requirements and recommendations for hotels regarding staff, facilities and services, safety and security, cleanliness and hygiene, and guest satisfaction for the Blue Poppy (1 & 2) Hotels. The requirements are applicable regardless of whether the services are provided directly by the hotel or by a subcontractor.

**2 Normative References**

There are no normative references in this document.

**3 Terms and Definitions**

For the purposes of this document, the following terms and definitions apply.

**3.1 Accommodation**

Provision of at least sleeping and sanitary facilities

**3.2 Blue Poppy Hotels**

Group of hotels as classified by the Tourism Council of Bhutan (TCB)

**3.3 Double bed**

Bed for two people with one or two mattresses

**3.4 Double room**

Room with sleeping facilities for two persons in a double bed or two single beds adjoined along side

**3.5 Floor area**

Total area of the floor measured between internal walls exclusive of the area of the column (s)

**3.6 Hotel**

Establishment with reception, services and additional facilities where accommodation and meals are available

**3.7 Lounge**

Designated common sitting room or area for guest

**3.8 Management**

Person or group of people who directs and controls an organization at the highest level

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## **3.9 Premises**

Building and the surrounding area

## **3.10 Quality**

Degree to which a set of inherent characteristics meets the requirements

## **3.11 Requirement**

Need or expectation that is stated, generally implied or obligatory

## **3.12 Single bed**

Bed for one person with one mattress

## **3.13 Single room**

Room with sleeping facilities for only one person

## **3.14 Subcontractor**

Services rendered through a third party

## **4 Building and Premises**

**4.1** Hotel facilities shall be signposted

- a) Should be visible and not weathered/ broken/ faded
- b) Signposting shall be uniform in the respective hotels and located in visible places and at an appropriate height to be read
- c) Directional signage within the property shall be visible and placed in strategic locations

**4.2** There shall be adequate levels of lighting for safety and comfort in all public areas, including access to the rooms, light on the stairways and the landing at night

**4.3** There shall be pickup and drop-off area for the guest

**4.4** Cleanliness must be maintained in the surrounding and common areas

**4.5** Shall have a pleasing hospitable environment with appropriate decorations

## **5 Management and Staff**

### **5.1 Management**

**5.1.1** The Hotel shall have a trained or an experienced manager in the hospitality field.

### **5.2 Staff**

**5.2.1** There shall be adequate number of trained/experienced staff for their intended field of work

**5.2.2** There shall always be 1 trained/experienced cook on duty

**5.2.3** There shall be adequate number of staff in relation to number of rooms

**5.2.4** The hotel may provide in-house training for their staff periodically. The training program may include the following but not limited to;

By the hotel;

- a) Orientation program for the new recruitment
- b) Guest service training

Other trainings in collaboration with relevant agencies may include;

- a) Occupational Health and Safety (OHS)
- b) Food Safety and Handling Trainings

### **5.3 Services and Facilities for Staff**

**5.3.1** The hotel shall ensure that the Internal Service Rule (ISR) is in place

**5.3.2** The hotel shall provide appropriate staff uniform

**5.3.3** There shall be staff changing facilities separately for men and women employee if staff accommodation is not provided within the premises

**5.3.4** All staff facilities shall be accessible from the service corridor or separate entrance

**5.3.5** There shall be a separate staff toilet/bathroom

**5.3.6** There shall be a staff dining area

**5.3.6** All staff facilities shall be clean and well maintained

### **5.4 Guest Service**

#### **5.4.1 General**

- a) Access to accommodation and on call duty 24 hours
- b) Guest feedback to be instituted

#### **5.4.2 Responsibility of Staff**

All staff are responsible for the quality of guest service and shall:

- a) be polite and courteous;
- b) be clean, tidy and well groomed;
- c) provide service promptly and diligently in accordance with the hotel's procedures;
- d) be identifiable; it is recommended that the staff member's name is displayed on a tag;
- e) avoid making loud noises or raised voices when on duty;
- f) not enter rooms without the authorization of the guest when he/she is in the room

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## **6 Service Requirements**

### **6.1 Information and Communication**

The hotel shall:

**6.1.1** Provide accurate details of the available services, prices and applicable taxes to the guest through different means

**6.1.2** Provide details of the different room types, prices, cancellation policy, deposits, pre-payments, accepted payment methods and other relevant information

**6.1.3** Respond promptly and specifically if there is a possibility of interacting directly with the guest through digital channels

**6.1.4** Provide any other relevant information for the guest

### **6.2 Front Desk**

**6.2.1** There shall be an appropriate reception counter/lobby/lounge

**6.2.2** The space in the reception area shall be signposted

**6.2.3** The front desk staff shall be able to communicate with the guests in at least the national language and in English.

**6.2.4** The front desk staff shall have an adequate knowledge of the hotel, including the location of all the facilities and services, accessibility and, specifically, the characteristics of the rooms.

**6.2.5** The front desk services staff shall be capable of giving information about the destination and arrange services accordingly.

**6.2.6** There shall be a publicly available telephone/ mobile phone for guests

**6.2.7** The hotel shall have a communication system between the guest and the front desk staff in case the reception is not manned 24 hours a day.

**6.2.8** Proper guest registration procedure to be maintained

**6.2.9** Reception desk open 16 hours and on call 24 hours

### **6.3 Reservation Service**

**6.3.1** Requests for reservations shall be answered within 24 hours. Once accepted, they shall be recorded, identifying who made the reservation, the number of rooms and persons, dates, number of nights to be spent and contact details, as well as the applicable price, methods of payment, earliest and latest arrival time, conditions of early check-in and late check-out if applicable.

**6.3.2** The acceptance of the reservation, as well as any change, shall be registered and communicated in writing to the guest when there is enough time between the booking and arrival; the hotel shall define and communicate to the guests the first possible check-in time.

### **6.4 Check-in Service**

The following requirements shall be met:

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**6.4.1** The check-in service staff shall give priority to direct guest contact over other reception duties;

**6.4.2** Information regarding how to locate his/her room and the most relevant facilities, the latest possible check-out time shall be communicated

**6.4.3** The hotel shall register guests upon arrival and offer a luggage storage service until the guest can be accommodated

**6.4.4** In the case of groups or mass individual arrivals at the same time, a specific check-in area for the groups should be prepared so that the service is not interrupted and operations are speeded up.

## **6.5 Check-out, Settlement and Departure**

The following requirements shall be met:

**6.5.2** Billing and receiving payment shall be done quickly and reliably;

**6.5.3** The guest shall be informed about the luggage storage service.

## **6.6 Luggage Handling**

**6.6.1** The Hotel shall make necessary arrangements for luggage storage

# **7 Accommodation Requirements**

## **7.1 General**

**7.1.1** Information about the safety, services and facilities of the hotel to be printed and provided in all rooms

**7.1.2** If a product or service in the room is not free, the price shall be indicated

**7.1.3** If there is an in-room coffee/tea service, cleanliness shall be ensured

**7.1.4** There shall be adequate number of socket(s) available both in the room and in the bathroom

**7.1.5** There shall be at least 4 rooms

**7.1.6** Each room shall be numbered or marked for easy identification

## **7.2 Public Restroom Requirement**

**7.2.1** Shall have clean and well maintained gender segregated restrooms near common areas.

**7.2.2** Fittings and fixtures shall be functional, provided with adequate water and have sufficient supply of toilet paper/health faucet or clean towels/ hand dryer, soap and sanitary bin with lid

## **7.3 Room and Bed Requirements**

**7.3.1** Floor area shall be as follows;

a) Single Room – minimum 7 square metre

b) Double Room – minimum 9 square metre

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**7.3.2** Minimum bed size shall be as follows;

- a) Single Bed - minimum 90 cm x 190 cm
- b) Double Bed – minimum 150 cm x 190 cm

### **7.4 Furniture, Equipment, and Supplies**

The mattresses, including blankets, pillows and linens shall be clean, well maintained and in good condition.

#### **7.4.1 Furniture and Fixture**

**7.4.1.1** Furniture and fixture in the room shall include;

- a) Wardrobe/shelf/hooks with hangers
- b) Appropriate mirror
- c) Fixed/foldable luggage rack
- d) A good quality table and a chair that is functional and comfortable
- e) Minimum thickness of the mattress shall be 12 cm
- f) Window or proper ventilation
- g) Bed with clean linens (bed sheets, pillow and pillow case, blanket/quilt, blanket/quilt cover).
- h) Windows and doors locking devices should be technically fit
- i) Independent control switches
- j) Bedside tables may be provided for each bed or one in the middle with an appropriate size
- k) Rooms shall be clean and well maintained
- l) Tea/coffee making facilities may be provided in all rooms
- m) Adequate lighting

#### **7.4.2 Equipment**

**7.4.2.1** Equipment in the room shall include;

- a) Television with remote control
- b) Hygienically maintained rubbish bin
- c) Intercom/phone/Wi-Fi to be made available in all rooms
- d) Appropriate curtains with suitable length for total privacy of the guests. The curtains should be uniform and in good condition.
- e) An appropriate heating or cooling system depending on climatic condition (example: heater, ceiling fan, AC, Bukhari, etc.)

#### **7.4.3 Supplies**

**7.4.3.1** Supply in the room shall include;

- a) Safe drinking water in all rooms

- b) An extra blanket/duvet(s) available, either in the cupboard in the room or provided on request.
- c) Room/bathroom slippers

#### **7.4.4 Bathrooms**

**7.4.4.1** All Bathrooms shall include following facilities;

- a) 24 hours hot and cold water
- b) Wash basin with mirror and shall have an accessible power socket and adequate lighting
- c) Towel rails or towel hooks to be installed in all bathrooms
- d) Anti-slip rug/bath mat in front of the bathroom door to be placed
- e) Window or mechanical ventilation
- f) Shall be clean and dry
- g) Bath towel per guest to be made available
- h) New soap/soap dispenser and shampoo
- i) Toilet paper or health faucet
- j) Sanitary bin
- k) Toilet pot, sink, shower and tap

## **8 Food and Beverage Services**

**8.1** The hotel shall offer a breakfast service and define one or more systems to offer it;

If Buffet system is provided;

- a) The tools required to serve the contents of each dish shall be available for the guest;
- b) The food should be clearly labelled;
- c) Presentation and hygiene of the buffet shall be maintained throughout the whole service;
- d) Staff shall be able to explain to the guest the content and ingredients, whenever requested;

**8.2** The opening hours shall be defined and shall be communicated to guests;

**8.3** Restaurant walls, floors, ceilings, tableware, furniture and fittings should be clean and well maintained;

**8.4** Restaurant shall accommodate at least 50% of total bed.

## **9 Hotel Kitchen Requirements**

**9.1** Depending on the food and beverages offered, the hotel kitchen shall have designated and separate area for storing of food, washing, and food preparation.

**9.2** The working surfaces and kitchen tools (e.g. tables, benches, cutting boards) shall be suitable for food processing;

**9.3** Kitchen walls, floors, ceilings, work tables, shelves, fittings and fixtures should be clean and well maintained;

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**9.4** There shall be no contact between food and the floor;

**9.5** There shall be a proper segregation and disposal of waste

**9.6** All areas in the kitchen including utensils and storage containers shall be clean and free of dust/ dirt/ grime/ oil deposits

**9.7** Kitchen equipment shall be well maintained and in working condition

**9.8** Appropriate storage facilities for meat and other items

**9.9** There shall be adequate ventilation (natural or mechanical)

## **10 Safety and Security Requirements**

### **10.1 General**

**10.1.1** Shall have a minimum of 2 fire extinguishers with trained personnel. It shall be located at prime locations (kitchen/stair case/near the elevator)

**10.1.2** Shall have First-aid kit at the reception

**10.1.3** Shall have an emergency exit map and spy hole in every room

**10.1.4** Shall have CCTV and central safe deposit facilities

**10.1.5** Shall have good and effective protection against insects and pests

### **10.2 Food Safety**

**10.2.1** The hotel management is responsible for the food hygiene and safety of premises, personnel and equipment in line with food laws of the competent authority.

## **11 Cleanliness Requirements**

**11.1** A cleaning plan shall be defined and implemented

**11.2** Shall avoid making noise in areas near the rooms during cleaning

## **12 Environmentally Friendly Practices**

**12.1** Energy saving practices/guidelines to be initiated

**12.2** Water saving practices/guidelines to be initiated

**12.3** Hotel to be decorated with natural green plants

**12.4** Proper segregation and disposal of waste



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