

FIELD	No.	Criteria	Points	One Star *	Two Stars **	Three Stars ***	Four Stars ****	Five Stars *****
I. Building / Rooms								
Cleanliness, hygiene	1	Cleanliness and hygiene are basic conditions for each criterion	-	M	M	M	M	M
Preservation condition	2	All mechanisms and equipment are functional and in faultless condition	-	M	M	M	M	M
General impression	3	The general impression of the hotel complies with the examiner's requirements	-	Simple ¹	Middle ²	Elevated ³	High ⁴	Highest ⁵
Reception	4	Reception in an independent area in the functional sense; it is sufficient that there by a table of one typewriter	1	M	M			
	5	The reception stand is separate and independent	3			M	M	M
Rooms	6	The area of the rooms (including bathroom area) > 14 m ² ⁶	10					
	7	The area of the rooms (including bathroom area) > 18 m ² ⁶	15					
	8	The area of the rooms (including bathroom area) > 22 m ² ⁶	20					
	9	The area of the rooms (including bathroom area) > 30 m ² ⁶	25					
	10	The area of the rooms (sanitary	10					

¹ In particular furnishing and equipment are appropriate and maintained.

² In particular furnishing and equipment are maintained and harmonized.

³ In particular furnishing and equipment are constantly harmonized in form and color. The general impression is shaped by elevated comfort

⁴ In particular furnishing and equipment are high-quality and offer first-class comfort. The optical general impression is constantly harmonized in form, color, and materials

⁵ In particular furnishing and equipment are luxurious and offer highest comfort. The optical general impression is constantly harmonized in form, color, and

⁶ If the hotel has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.

		installations) > 5 m ² ⁶						
	11	Number of suites ⁷		2 points for each suite and maximum 6 points				At least 2 suites
	12	At least 50% of the rooms are no smoking rooms		3				
Public Area	14	Lounge / rest area for hotel guests (e.g. breakfast room or restaurant)		2				
	15	Appropriate seating arrangements in lobby		1		M		
	16	lobby with seats and beverages service		5			M	
	17	Spacious reception hall with seats and beverage services		10				M
	17a	Place of prayer/assembly for religious purposes ^{7a}		4				
	18	Bar (open at least 6 days a week) ⁸		4			M	
	19	Bar (open at least 7 days a week) ⁸		6				M
Accessibility for disabled persons	20	Barrier Free - Category A ⁹		5				
	21	Barrier Free - Category B ¹⁰		8				
	22	Barrier Free - Category C ¹¹		5				
	23	Barrier Free - Category D ¹²		5				
	24	Complete barrier free - Category E ¹³		5				
Parking	25	Parking adjacent to hotel		3				

⁷ No“ Junior suites .“Suites consist of at least two separated rooms of which one is furnished as a bedroom and one as a living area. The separation does not have to exist in a door; a break through between two rooms is sufficient likewise. A holiday flat in dependence is in principle no suite. In order to ensure that guests can make full use of the hotel services the suites must be situated in the hotel building.

^{7a} A room/hall of a size appropriate for a gathering of at least 10 people

⁸ The“ bar “mentioned above is more than a simple beverage service. It must be separated from the restaurant.

⁹ Disabled persons who are partially dependent on a motorized wheel-chair or assistance. Regulations are based on the requirements of Israeli law.

¹⁰ Persons with walking disabilities and who permanently need a wheel-chair. Regulations are based on the requirements of Israeli law.

¹¹ Blind or visually handicapped persons. Regulations are based on the requirements of Israeli law..

¹² Persons who are suffering from hearing problems or deafness. Regulations are based on the requirements of Israeli law.

¹³ The points will be given if the hotel complied with the requirements of items 21 - 23. Regulations are based on the requirements of Israeli law

	26	Parking possibility for buses		1					
	27	Covered/underground parking area of hotel		5					
Others	28	Veranda and or balcony adjacent to room		2					
	29	Elevator ¹⁴		15				M	M
II Furniture/ Equipment									
Sanitary Comfort	30	100% of the rooms with showers/WC or Bath tub/WC		1	M ¹⁵	M ¹⁵	M	M	M
	31	100% of the rooms with showers/WC or bath tub/WC and thereof 50% with bath tub and shower cubicle separately		10					
	32	30% of the rooms with separate toilet		5					
	33	Shower /bathroom unit with curtain ¹⁶		1	M	M	M	M	M
	34	washbasin		1	M	M	M	M	M
	35	Twin-washbasin in double rooms		5					
	36	Twin washbasin in suites		2					
	37	Washable bathroom rug		1		M	M	M	M
	38	Appropriate lighting at washbasin		1	M	M	M	M	M
	39	Mirror		1	M	M	M	M	M
	40	Electricity socket near mirror		1	M	M	M	M	M
	41	Vanity mirror		1					
	42	Flexible vanity mirror		2				M	M
	43	Lighted vanity mirror		1					
	44	Towel rails or towel hooks		1	M	M	M	M	M
47	Shelf		1	M	M	M			
48	Large shelf		3				M	M	

¹⁴ If more than three floors (incl. ground floor).

¹⁵ Are at a maximum 15 % of the rooms not equipped with private shower/WC, only with shower/WC on the floor, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.

¹⁶ If the washing room is constructed with a separation between the sanitary facilities and the toilet, the existence of a shower curtain or shower screen is not necessary.

	49	Toothbrush tumbler		1	M	M	M	M	M	
	50	Soap or body wash		1	M	M	M	M	M	
	51	Bath essence or shower gel		1		M	M	M	M	
	52	Shampoo ¹⁸		1			M	M	M	
	53	Personal care products in flacons		2					M	
	54	Additional cosmetic products (e.g. shower cap, nail file, cotton swabs, cotton wool pads, body lotion)		1 point for each item, and at the most 3 points					M	M
	55	Cleansing tissue		2			M	M	M	
	56	Toilet paper in reserve		1	M	M	M	M	M	
	57	One hand towel per person		1	M	M	M	M	M	
	58	One bath towel per person		2		M	M	M	M	
	59	One bath robe on demand		2				M		
	60	Bath robe		4					M	
	61	Slippers on demand		1				M		
	62	Slippers		3					M	
	63	Hair-dryer on demand		1						
	64	Hair-dryer		2			M	M	M	
	65	Stool in bathroom		3					M	
	66	Bathroom scales		1						
	67	Waste bin		1	M	M	M	M	M	
Sleeping Comfort	68	Single beds on the scale of min. 0.80 m x 1.90 m and double beds on the scale of min. 1.60 m x 1.90 m ^{19 19a}		5						
	69	Single beds on the scale of min. 0.90 m x 2.00 m and double beds on the scale of min. 1,80 m x 2,00 m ^{19 19b}		10						

¹⁸ This criterion will be fulfilled if the bath essence or shower gel is also usable as shampoo.

¹⁹ If there are two single beds or one queen size bed (1.50m x 2.00m) instead of one double bed, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.

^{19a} Four years after the publication of the regulations, the criterion will change so that the points will be given to a single bed 0.90m x 1.90m and a double bed the size of 1.80m x 1.90m, as per the criterion of Hotelstars. And this criterion will become compulsory for hotels at levels of 1 – 3 stars.

	70	Single beds on the scale of min. 1,00 m x 2,00 m and double beds on the scale of min. 2.00 m x 2,00 m 19		15					
	71	10% of the beds with a length of min. 2.10m		5					
	72	Modern and well-kept mattresses of minimum 13 cm thickness		1	M	M	M	M	M
	73	Hygienic covers for mattresses (“Encasings”) ²⁰		10					
	74	Thorough cleansing of the mattresses at least every two years (The certificate has to be added to the application) ²¹		10					
	75	Crib upon demand		3					
	76	Washable bedside carpet		3					M
	77	Wake up device (for wake up calls see 207)		1	M	M	M	M	M
	78	Modern and well-kept blanket		1	M	M	M	M	M
	79	Modern and well-kept pillow		1	M	M	M	M	M
	80	Hygienic covers for pillows (encasings)		3					
	81	Additional pillow on demand		1			M	M	
	82	Two pillows per person		4					M
	83	Various choice of pillows ²²		4				M	M
	84	Additional blanket on demand		2			M	M	M
	85	Possibility to darken room (e.g. curtain)		1	M	M	M	M	
	86	Possibility to blacken room completely (shutter or blackout)		5					M
Room	87	Adequate wardrobe or clothes niche		1	M	M	M	M	M

^{19b} Four years after the publication of the regulations, this criterion will become compulsory for hotels at levels of 4 - 5stars

²⁰ A simple molleton-sheet is not accepted. But a (chemo thermal) washable, breathable, free from mites and their excrements bedcover made of cotton or synthetic materials that is opened at the bottom side will fulfill this criterion.

²¹ This criterion is fulfilled, if there is no residual moistness and the mites are killed and their growth is eliminated.

²² The guest can choose among different types of pillows

Equipment

88	Linen shelves		1		M	M	M	M
89	Adequate number of hangers ²³		1	M	M	M	M	M
90	Wardrobe or clothing hooks		1	M	M	M	M	M
91	Possibility to hang up a suit bag		1			M	M	M
92	1 chair		1	M	M			
93	A seat per bed, or other furniture designed for sitting		2			M	M	M
94	1 comfortable seat (upholstered chair/couch) with side table/tray		4				M	M
95	1 additional comfortable seating accommodation (upholstered chair or twin couch) in double rooms or suites		4					M
96	Table, desk or desk top		1	M	M			
97	Table, desk or desk top with a free working space of min. 0.5 m and an appropriate lighting		5			M	M	M
98	Power socket in room		1	M	M	M	M	M
99	Additional power socket next to the table, desk or desk top		2			M	M	M
100	Appropriate room lighting		1	M	M	M	M	M
101	Bedside table/tray		2			M	M	M
102	Reading light next to bed		2		M	M	M	M
103	Central power button for the room lighting		3					
104	Bedside power button for the room lighting		2					
105	Bedside power button for the complete room lighting		3					M
106	Power socket next to bed		1			M	M	M
107	Dressing mirror		2			M	M	M
108	Place to put luggage/suitcase		1			M	M	M

²³ Simple wired hangers do not fulfill this criterion

Deposit of valuables	109	Waste paper basket		2			M	M	M
	110	Deposit possibility (e.g. at the reception)		1	M	M			
	111	Central safe (e.g. at the reception)		3			M ²⁴	M ²⁴	M
	112	Safe in the room		6			M ²⁵	M ²⁵	M
Noise control/air conditioning	114	Appropriate noise control of windows		8					M
	115	Sound absorbing doors or double doors		8					
	116	Rooms with central adjustable air conditioning		8			M	M	
	117	Rooms with individual adjustable air conditioning		15					M
	118	Air conditioning of public guest areas (restaurant, lobby, entrance hall, breakfast room)		4					
	119	Harmonious room atmosphere (light, smell, music, color, etc.) in the public areas		4					
Entertainment electronics	120	Radio ²⁶		1			M	M	M
	121	CD/ DVD / MP-3, or docking station		2					
	122	Loudspeaker in bathroom		2					
	123	Color TV together with remote control		2	M	M			
	124	Color TV of a size appropriate to the room, together with remote control and a configuration of channel survey		4			M		
	125	Color TV of a size appropriate to the room, together with remote control and a configuration of channel survey and a TV guide.		6				M	M
	126	Additional color TV in suites of a size appropriate for the room		2					

²⁴ Or a safe in the room (see no. 112)

²⁵ Or a central safe (e.g. at the reception see no. 111).

²⁶ The radio reception can also be organized via TV or a central telecommunication system of the hotel.

	127	Satellite - / DVB - Tor cable television in the room ²⁷ .		2					
	128	Pay-TV or videogames with the possibility to lock the use by children		5					
Telecommunications	129	Facsimile at the reception		1	M	M	M	M	M
	130	Publically available telephone for guests		1	M	M	M	M	M
	131	On demand telephone in room along with multilingual instruction manual ²⁸		3			M		
	132	Telephone on the room along with a multilingual instruction manual		8				M	M
	133	Internet access in the public area (e.g. broadband, WLAN)		2			M ²⁹	M	M
	134	Internet access in the room (e.g. broadband, WLAN)		8			M ³⁰	M	M
	135	Accessible internet terminal for the guests use		5				M	
	136	Internet- P.C. or laptop or tablet in the room on demand		1					M
	137	Internet- P.C. in the room.		3					
	Miscellaneous	138	Hotel information (the hotel information has to be added to the application) ³¹		1	M	M		
139		Service manual A-Z (the service manual A-Z has to be added to the application)		2			M		
140		Multilingual service manual A-Z the service manual A-Z has to be added to the application		3				M	M
141		Regional information material available at the reception		1	M	M	M	M	M

²⁷ Broadcast of digital television channels that can be received by an indoor aerial and a DVB-T set top box (decoder).

²⁸ The guest must be informed about this offer during the *check-in*

²⁹ Or internet access in the room (see no. 134).

³⁰ Or internet access in the public area (see no. 133).

³¹ This hotel information includes at least the period of breakfast, the *check-out* time, and the opening hours of hotel facilities

142	Daily newspaper in the room		3					
143	Guest magazine in the room		1					M
144	Writing materials and notepad		1			M	M	M
145	Correspondence folder		1				M	M
146	Trouser press, or ironing board and iron		3					
147	Laundry bag		1			M	M	M
148	Sewing kit on demand		1			M ³²		
149	Sewing kit in the room		2				M	M
150	Shoehorn in the room		1					M
151	Shoe polish utensils on demand		1			M ³³		
152	Shoe polish utensils in the room		2				M	M
153	Shoe polish utensils in the hotel		3			M ³⁴	M ³⁵	M ³⁵
154	Door viewer		2					M
155	Additional locking mechanism for room door		3					

III Services

Cleaning of rooms/ change of laundry	156	Daily room cleaning		1	M	M	M	M	M
	157	Daily change of towels on demand		1	M	M	M	M	M
	158	Change of bed linen at least once a week		1	M	M	M		
	159	Change of bed linen at least twice a week		2				M	M
	160	Daily change of bed linen on demand		4				M	M
Beverages	161	Beverage offer in hotel		1	M	M			
	162	Beverage dispenser /beverage station in hotel		1					
	163	Beverage offer in room		2			M	M	M

³² Instead of a sewing kit on demand a sewing service (see 212) can be offered as well.

³³ Instead of the shoe polish utensils on demand there can also be offered a shoe polish service (see no. 213). A shoe polish machine in the hotel (see no. 153) does also fulfill this criterion

³⁴ Instead of the shoe polish machine in the hotel there can also be offered a shoe polish service (see no. 213). A shoe polish utensils in the room (see no. 152) does also fulfill this criterion.

³⁵ Instead of the shoe polish machine in the hotel there can also be offered a shoe polish service (see no. 213)

	164	16 hours beverages via room service		2					
	165	24 hours beverages via room service		4				M ³⁶	M
	166	Minibar		5				M ³⁷	M
	167	Coffee machine or water boiler for warm drinks		4					
Breakfast	168	Breakfast ³⁸		1	M				
	169	Breakfast buffet or equivalent breakfast menu ³⁹		2		M	M		
	170	Breakfast buffet with service or equivalent breakfast menu card via <i>room service</i>		5				M	M
	171	Breakfast menu card service via <i>room service</i>		2					M
Food	172	Lunch time for at least two hours		2					
	173	Dinner time for at least three hours		2					
	174	Three course menu or “a’ la carte” or buffet		1	M	M			
	175	Three course menu with choice or “a’ la carte” or buffet		2			M	M	M
	176	Food offer via room service until 22.00		5				M	
	177	Food offer via room service for 24 hours		10					M
	178	Restaurant open at least 5 days a week ⁴⁰		5 points for each, maximum 10 points	M (one at least)	M (one at least)	M (one at least)	M (one at least)	

³⁶ Or minibar (see no. 166).

³⁷ Or 24 hours beverages via *room service* (see no. 165).

³⁸ An extended breakfast includes at least one hot beverage (e.g. coffee or tea), a fruit juice, some fruits or fruit salad, a choice of bread and rolls with butter, jam, and cheese.

³⁹ Self-service offer with at least the same choice of products as within criteria no. 168 with an egg or an egg-plate and muesli

⁴⁰ Each of them with a different concept, choice of food, and location

	179	“À la carte-”restaurant opened at least 6 days a week ⁴⁰		8 points for each and max. 16 points					
	180	“À la carte-”restaurant opened at least 7 days per week ⁴⁰		10 points for each and max. 20 points					M (one at least)
	181	Dietary-kitchen (dietary skilled cook, dietician or nutrition Scientist)		2					
	182	Regional kitchen ⁴¹		4					
Reception	183	Reception service, accessible by telephone from inside and outside		1	M	M			
	184	Reception opened 14 hours, accessible by phone 24 hours from inside and outside		3			M		
	185	Reception opened 18 hours, accessible by phone 24 hours from inside and outs		4				M	
	186	Reception opened 24 hours, accessible by phone 24 hours from inside and outside		6					M
	187	Bilingual staff (Hebrew; English)		2			M	M	
	188	Multilingual staff (Hebrew, English and at least one more foreign language)		4					M
	189	Photocopier or the possibility to get photocopies		2				M	M
	190	Doorman-service or valet parking		4					M
	191	Valet Parking (for each of the items 191-194 a separate staff person)		15					
	192	Doorman (for each of the items 191-194 a separate		15					

⁴¹ The menu card features a significant part of regional/national specialties. The used products are by the majority from the region

		staff person)							
	193	Concierge (for each of the items 191-194 a separate staff person)		15					M
	194	Page boy (each of the items 191-194 a separate staff person)		15					M
	195	Luggage service on demand		2			M	M	
	196	Luggage service		5					M
	197	Secure left-luggage service for arriving or departing Guests		5				M	M
Laundry and ironing service	198	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 24 hr) ^{41a}		1					
	199	Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 12 hr) ^{41a}		2					
	200	Ironing service ^{41a} (return within 1 hr)		2					M
	201	Laundry and ironing service (return as agreed) ^{41a}		1			M		
	202	Laundry and ironing service (delivery before 9 am, return on the same day – weekend excluded) ^{41a}		2				M	
	203	Laundry and ironing service (delivery before 9 am, return within 10h) ^{41a}		4					M
Payment	204	Credit cards		2		M ⁴²	M ⁴²	M	M
	205	Debit cards (e.g. electronic cash or debit advice procedure)		2		M ⁴³	M ⁴³	M ⁴³	M ⁴³
Miscellaneous	206	Professional support for in-house IT		2				M	M

^{41a} Because of the Sabbath observance in Israel, the service will only be provided on Sundays –Thursdays.

⁴² Or debit cards (see no. 205).

⁴³ Or credit cards (see no. 204).

207	Wake-up call (for wake-up call device see no. 77)		2					
208	Umbrella at reception/in the room		1					
209	Sale of tickets or ticket service at the reception (e.g. for theatre, cinema)		1					
210	Up-to-date magazines		1					M
211	Daily newspapers		2				M	M
212	Sewing service		2				M	M
213	Shoe polish service		2			M ⁴⁴	M ⁴⁵	M
214	Shuttle or limousine service		2					M
215	Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit)		2		M	M	M	M
216	Banquet options for at least 50 persons ⁴⁶		2					
217	Banquet options for at least 100 persons ⁴⁶		4					
218	Banquet options for at least 250 persons ⁴⁶		8					
219	Personalized greeting for each guest with fresh flowers or a present in the room (not only a welcome message on the TV-screen)		6					M
220	Accompanying the guest to the room at the arrival		2					
221	<i>Turndown service</i> in the evening as an additional room check ⁴⁷		10					M
222	Secretary service (separate office and available staff)		3					

⁴⁴ Instead of a shoe polish service there can be offered a shoe polish machine in the hotel (see no. 153). Shoe polish utensils in the room are also equivalent (see no. 152).

⁴⁵ Instead of a shoe polish service there can be offered a shoe polish machine in the hotel (see no. 153).

⁴⁶ The surface of the restaurant is not included

⁴⁷ Also called *Second service*. Change of the towels, removal of the coverlet, exhaustion of the waste paper basket etc.

	223	Conference service (separate department, separate staff; points only if at least one of the criteria 253 255 – is fulfilled)		5					
	223 A	Authorized and licensed security officer, 24 hours a day, 7 days a week		6					
IV LEISURE									
House Equipment and facilities	224	Reading and writing room (separate location)		1					
	225	Library (separate location)		2					
	226	Children’s area (playroom/playground)		4					
	227	Fitness room with at least four different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster) ⁴⁸		4					
Spa/Beauty care ⁴⁹	229	Massage (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology) ⁵⁰		2 points and at the most 6 points					
	230	Separate relaxation room ⁵¹		3					
	231	Jacuzzi		3					
	232	Sauna (with a minimum size of 6 seats)		5 points for each kind of sauna and at the most 15 points ⁵²					
	233	Beauty farm if there are offered at least 4 different beauty treatments (e.g. facial, manicure, pedicure, peeling, stress relaxation massage) ⁵³		5					
	234	Bath/wading pool section if there are		5					

⁴⁸ The fitness room has a minimum size of 20m₂ .

⁴⁹ The spa area has to be reachable without crossing the conference or the restaurant area.

⁵⁰ The cabins have a minimum size of 10 m₂.

⁵¹ The relaxation room has a minimum size of 20 m₂

⁵² Sauna types: “hot/dry” (e.g. Finnish sauna), “warm/easily rheumy” (e.g. Tepidarium), or “warm/heavily rheumy” (e.g. steam room).

⁵³ The cabins have a minimum size of 10m₂.

		offered at least 4 different treatments (e.g. bath, hydrotherapy, sauna, mud treatment, hammam) ⁵⁴							
	235	Swimming pool (outside) ⁵⁵ or swimming pond ⁵⁶		17					
	236	Swimming pool (inside) ⁵⁷		11					
Miscellaneous	237	Hosting / Entertainment program		3					
	238	Babysitter on demand		1					
	239	In-house child care (for children younger than three years) for at least 3 hours on weekdays by skilled staff		10					
	240	In-house child care (for children older than three years) for at least 3 hours on weekdays by skilled staff		10					
	241	Rental of sports equipment (e.g. skis, boats, bicycles)		2					
	242	Lawn or sunbathing area owned by hotel		4					
	V. Arrangement of Offer								
	243	Systematic complaint management system ⁵⁸		3			M	M	M
	244	Systematic guest questioning ⁵⁹		5				M	M
	245	<i>Mystery guesting</i> (A proof has to be added to the application.) ⁶⁰		15				M ⁶¹	M

⁵⁴ The cabins have a minimum size of 10m₂

⁵⁵ The outside swimming pool is heated and has a minimum size of 60m₂.

⁵⁶ A swimming pond is a man-made, standing water body for swimming or bathing without chemical water treatment.

⁵⁷ The inside swimming pool is heated and has a minimum size of 40 m₂.

⁵⁸ A systematic complaint management system includes structured complaint acceptance, evaluation, and response.

⁵⁹ An active and systematic gathering and evaluation of guest opinions about the quality of the hotel's services, analysis of weaknesses, and the implementation of recommendations for improvement.

	246	Quality management system according EHQ step 1 (“Q”) ⁶²		4					
	247	Quality management system according EHQ step 2 (“QQ”) ⁶²		6					
	248	Quality management system according EHQ step 3 (“QQ”) ⁶²		10					
	249	Homepage with meaningful, realistic pictures of the hotel ⁶³		5			M	M	M
	250	Online reservation via electronic reservations systems possible ⁶⁴		5					
	251	Direction sketch / location plan on demand or in the internet		1		M	M	M	M
	252	Invitation to departing/departed guests to write a review on a portal or on the homepage		5					
VI. In-house conference facilities									
Rooms	253	Conference room(s) of at least 36 m ² to 100 sq. ceiling height of at least 2.50 m		5					
	254	Conference room(s) larger than 100 sq. , ceiling height of		8					

⁶⁰ In order to receive points for this criterion, the examination must be done at least once during a classification period, by professional externals upon initiative and on the account of the hotel, analyzed and documented. Hidden (internal) controls e.g. of the hotel chain or co-operation are accepted as equivalent.

⁶¹ Use of a mystery guest is a minimum criterion in the 4-stars-superior-sector.

⁶² European Hospitality Quality (EHQ) is the European Hospitality Quality scheme launched by HOTREC, the Confederation of National associations of hotels, restaurants, cafés, and similar establishments in Europe (cf. www.hotrec.eu). It serves as a reference model at European level for national and regional quality schemes. E.g. the initiative “ServiceQualität Deutschland” (cf. www.servicequalitaet-deutschland.de) is accredited in its entirety.

⁶³ At least exterior view, public area and room.

⁶⁴ A simple e-mail is not accepted.

		at least 2.75 m							
	255	Conference room(s) larger than 250 sq. , ceiling height of at least 3.00 m		10					
	256	Conference office/typing services ⁶⁵		1					
	257	Group work rooms ⁶⁵		4					
Telecommunication/media	258	Telephone ^{65 66}		1					
	259	Internet access (e.g. broadband/WLAN) ^{65 66}		2					
	260	Data projector ^{65 66}		2					
	261	Workshop material;		1					
	262	3 pin boards per conference room ⁶⁵ /meetings room (board with drawing pins, erasable board, board for chalk) ^{65 66}		1					
	263	1 flip chart per conference room ^{65 66}		1					
Equipment /technology	264	Projection screen (appropriate to the ceiling height and room size, at least 1,50 x 1,50 m) ^{65 66}		1					
	265	Coat rack or locker in the conference room/meetings room ^{65 66}		1					
	266	Speaker's desk ⁶⁵		1					
	267	At least 8 power sockets, extension cable, and power distribution ⁶⁵		1					
	268	Daylight in the conference room and possibility to darken the room ^{65 66}		3					
	269	Appropriate lighting as needed ⁶⁷		2					
	270	Individual adjustable air conditioning of		3					

⁶⁵ Acceptance only if at least one of the criteria 253 - 255 is fulfilled.

⁶⁶ Obligatory for each conference hall / meetings room.

⁶⁷ Installed luminaries with at least 300 lux. From 100 m² the lighting must be dimmable or segmentally shiftable. Acceptance only if at least one of the criteria 253-255 is fulfilled

	the conference rooms ⁶⁵							
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