

**BED & BREAKFAST ASSOCIATION OF KENTUCKY
QUALITY STANDARDS EVALUATION FORM**

INN NAME: _____

of Guest Rooms: _____

INN LOCATION: _____

INNKEEPER NAME(S): _____

EVALUATOR NAME: _____

Evaluation Date: _____

I, the Innkeeper of this Bed and Breakfast establishment, certify that I am in compliance with all Federal, State, County and/or City/Local Bed and Breakfast business regulations, laws, codes, and/or ordinances.

INNKEEPER'S SIGNATURE: _____

DATE: _____

BBAK QUALITY STANDARDS PHILOSOPHY: With our unique hospitality and professionalism, we, as BBAK Members, will offer a clean room in a safe and healthy environment that produces a pleasant experience for EVERY GUEST. To better achieve these ends, we will periodically measure our performance against a set of defined quality standards to insure maintenance of the excellence required to be a BBAK 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 BBAK Evaluator, this evaluation form does not and shall not supersede any laws or regulations that may govern an individual B&B establishment.

IN THE EVENT OF FAILURE TO PASS THIS EVALUATION: Inns that fail to meet the mandatory requirements, will have 30 days to make the necessary improvements and notify the Membership Committee Chairperson that the improvements are completed. The Membership Committee Chairperson will then notify the Evaluator to schedule a re-inspection, at the Inn's expense, or in case the improvements are minor, accept written notification from the Inn that the necessary improvements have been completed. The Membership Committee may grant additional time to correct a deficiency if warranted.

HOSPITALITY AND SERVICE	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Innkeeper or Innsitter living on property (or adjoining property)				
* Innkeeper/Staff present to greet guests, unless prior arrangements have been made				
* Breakfast meal provided to all overnight guests (full or continental)				
* Common rooms available for social interaction				
* Innkeepers provide friendly hospitality and attentive to guest needs				
ADMINISTRATIVE BUSINESS & PROFESSIONALISM	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Guests informed of resident pets and smoking policy when reservation is made				
* Answers telephone as a business (not just "hello")				
* Sends written reservation confirmation (email, fax or regular mail)				
* Guests informed of cancellation/check-in/check-out policies when making a reservation				
* Does not show rented guest rooms without guest permission				
* Guests are provided contact information during the absence of the innkeepers				

MARKETING INFORMATION (Brochure, Rack Card, Website, etc.)	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Must provide amenities and services advertised				
* Cancellation policy clearly stated				
* Inn restrictions/limitations/policies clearly stated				
* Directions to Inn are to be clear and accurate				
* Breakfast is accurately described as Full or Continental				
EXTERIOR: SAFETY & SECURITY	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* All structures should be clean and in good repair				
* Walkways to main entrance to be well lit and in good repair				
* Walkways to be clean and free of obstructions				
* Patio and porch furnishings in clean and good repair				
* Adequate number of parking spaces with appropriate lighting				
* Driveway/parking surfaces in good repair				
COMMON AREAS: SAFETY & SECURITY	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Operational smoke alarms in common area on each floor				
* Fire extinguishers, one or more readily 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 a phone available 24 hours				
* At least 2 safe and adequate exits permitting easy outside access				
* First Aid kit quickly and easily available				
COMMON AREAS: APPEARANCE/COMFORT/CLEANLINESS	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Walls, ceilings and moldings clean and in good repair				
* Common area baths clean and functional				
GUEST ROOM: SAFETY & SECURITY	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Operational smoke alarms in each guest room				
* Emergency lighting in each guest room (fixed or portable, either electric or battery)				
* Secondary exits (emergency) are available for each guest room				
* Guests have the ability to lock their own room upon departure				
* Written instructions for emergency procedures are provided in each guest room				
* Operational window locks on ground floor rooms or any room with easy access				
GUEST ROOMS: APPEARANCE/COMFORT/CLEANLINESS	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Mattress and box springs: Clean, odor free and in good condition in each guest room				
* Bedding: 2 sheets, mattress pad, pillows, pillow cases with zipped protectors, blanket				
* All linens clean and in good repair				
* Ceilings in good repair				
* Doors in good repair				

GUEST ROOMS: HOUSEKEEPING	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Bed linens changed every 3rd night for long-staying guests				
* Bed linens changed upon each guest departure				
* Rooms completely cleaned after each guest departure				
* All linens in good condition				
GUEST BATHS: APPEARANCE/COMFORT/CLEANLINESS	Exceeds	Meets	Needs Improvement	Comments/Suggestions
* Guest baths to be functional and clean				
* All tubs/showers shall have non-skid surfaces (#1 insurance liability for B&Bs)				
* Toilet is clean and in good working order				
* Tub/Shower clean, in good working order, with adequate hot water and pressure				
* GFI electrical outlets a plus				
* Shared bathrooms shall be cleaned and restocked daily				
* No more than 3 rooms (maximum 5 people) to share one full bathroom				
* Lined and disinfected wastebasket				
* Operational window locks (ground level rooms or baths with easy access)				
* Shared bathrooms to have a lock on door				
* Adequate toilet paper, tissue, waste basket, and wrapped or covered glasses/cups				
* Adequate bath mats to avoid slippage on wet floors				

EVALUATOR'S OVERALL ASSESSMENT:

PLEASE ATTACH A COPY OF YOUR CURRENT HEALTH DEPARTMENT PERMIT (WHICH SHOULD BE POSTED IN YOUR KITCHEN).