

**BED & BREAKFAST ASSOCIATION OF KENTUCKY  
2005 QUALITY STANDARDS EVALUATION FORM**

INN NAME: \_\_\_\_\_ # OF GUEST ROOMS \_\_\_\_\_  
 INN LOCATION: \_\_\_\_\_  
 INNKEEPER NAME: \_\_\_\_\_  
 EVALUATOR NAME: \_\_\_\_\_ EVALUATION DATE: \_\_\_\_\_

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.

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 the independent BBAK Evaluator, this evaluation form does not and shall not supersede any laws or regulations that may govern an individual B&B Establishment.

**LEGEND:** \* Required/Mandatory (Effective 2005, Must satisfy ALL specified requirements)  
 > Highly Recommended (Effective 2007, Must meet at least 50% within each sub-section and 80% overall)  
 N/A Not Applicable (As determined by Quality Standards "Evaluator")

**IN THE EVENT OF FAILURE TO PASS THE EVALUATION:** Inns that fail to meet the mandatory requirements, will have 30 days to make necessary improvements and notify the Membership Committee Chairperson (Lynn Ann Bishop, Duncan House B&B in Nicholasville) 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.

BBAK Quality Standards Evaluation				Exceeds	Meets	Needs Improvement	Comments/Suggestions
<b>HOSPITALITY &amp; SERVICE</b>							
* 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 Guests needs							
> Complementary snacks or refreshments available							
> Information on local attractions and restaurants available							
> Ironing Board and Iron available							
> Reading material available							
> Access to TV, either in common room or Guest Room							

<b>BBAK Quality Standards Evaluation</b>	<b>Exceeds</b>	<b>Meets</b>	<b>Needs Improvement</b>	<b>Comments/Suggestions</b>
<b><u>ADMINISTRATIVE: BUSINESS &amp; PROFESSIONALISM</u></b>				
* 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)				
* Guest 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				
> Uses telephone answering machine/voicemail identifying as a business				
> Responds to Guest Inquiries within 48 hours				
> Entrance/Sign-In Desk should be neat and orderly				
> BBAK Directories available to Guests				
> BBAK Comment Cards available to Guests				
> BBAK Yahoo Groups Email Message Broadcast Code: Enrolled and Removed from Spam Filter				
> Emergency Phone Coverage available for Guests				
<b><u>MARKETING INFORMATION (Brochure, Rack Card, Website, etc.)</u></b>				
* 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				
> Style and ambiance of the Inn must be honestly projected				
> Room Rates should be up-to-date				
> BBAK to be listed on Member's Website (Quality Standards Logo available)				
> Style and ambiance of the inn accurately reflected				
<b><u>EXTERIOR: SAFETY &amp; SECURITY</u></b>				
* All structures should be clean and good repair				
* Walkways to main entrance to be well lit and 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				
> Well maintained grounds and/or gardens				
> Signage identifying place as business, clean and in good repair				
> If offered, swimming pools, hot tubs, tennis courts, etc. must be well maintained				
> Appropriate handrails for porch steps (more than 3 steps)				
> Exterior Garbage Storage should be well-concealed and area clean				
> All equipment and Garage Area concealed				

BBAK Quality Standards Evaluation	Exceeds	Meets	Needs Improvement	Comments/Suggestions
<b><u>COMMON AREAS: SAFETY &amp; SECURITY</u></b>				
* Operational Smoke Alarms in common area on each floor				
* Fire Extinguishers, 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 a phone available 24-hours				
* At least 2 safe and adequate exits permitting easy outside access				
* First Aid Kit quickly and easily available				
> All Fireplaces, if present, must be maintained in good working order				
> Innkeeper's as well as Guests' pets appropriately restricted from Guest areas				
> All Guests should be informed of pets on premises				
> Hallways and stairs free of obstructions				
> Adequate exterior door locks, easily opened in case of emergency				
> Guests are informed of policy related to use of exterior door locks				
<b><u>COMMON AREAS: APPEARANCE/COMFORT/CLEANLINESS</u></b>				
* Walls, ceilings, and moldings are clean and in good repair				
* Common Area Baths to be clean and functional				
> Adequate heating and cooling				
> Floors and floor coverings are clean and in good repair				
> Adequate and well-maintained window coverings				
> Adequate and well-maintained furnishings				
> Adequate Lighting				
<b><u>GUEST ROOMS: SAFETY/SECURITY</u></b>				
* Operational Smoke Alarms in each Guest Room				
* Emergency Lighting in each Guest Room (fixed or portable, either elect. 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 privacy locks (i.e. slide bolts, chain, etc.) and in good condition				
> Adequate Lighting				
> Window Coverings for privacy				

BBAK Quality Standards Evaluation	Exceeds	Meets	Needs Improvement	Comments/Suggestions
<b><u>GUEST ROOMS: APPEARANCE/COMFORT/CLEANLINESS</u></b>				
* <b>Mattress &amp; Box Springs - clean, odor free, and in good repair in each Guest Room</b>				
* <b>Bedding: 2 sheets, mattress pad, pillows, pillow cases w/ zipped protectors, blanket</b>				
* <b>All Linens are clean and in good repair</b>				
* <b>Ceilings in good repair</b>				
* <b>Doors in good repair</b>				
> <b>Furnishings in good repair</b>				
> <b>Adequate Dresser/Drawer Space for clothing storage</b>				
> <b>Comfortable chairs or equivalent seating</b>				
> <b>Bedside table (min. of one, ideally one for each side of bed)</b>				
> <b>Adequate hang-up space for clothes with at least 4 hangers (wood, plastic, or cloth-covered)</b>				
> <b>Extra Blanket and Pillows available</b>				
> <b>Writing Desk or Table with Chair</b>				
> <b>Luggage Rack or equivalent bench for space</b>				
> <b>Robes provided for rooms with shared baths, robes clean, odor free, and in good condition</b>				
> <b>Walls, wallpaper, and paint in good repair</b>				
> <b>Floors/Floor Coverings in good repair</b>				
> <b>Non-Skid Protection for Small Area Rugs</b>				
> <b>Windows/Window Coverings in good repair</b>				
> <b>Clock, radio-alarm, or similar device in good condition</b>				
> <b>Water glasses provided (wrapped or covered)</b>				
> <b>Easily accessible electrical outlets</b>				
> <b>Adequate Heating and Cooling</b>				
> <b>Waste Basket Lined</b>				
> <b>If offered, Fireplaces to be well-maintained and in good repair</b>				
> <b>If offered, Jacuzzi Tubs to be well-maintained and good repair</b>				
<b><u>GUEST ROOMS: Housekeeping</u></b>				
* <b>Bed Linens changed after every 3rd night (long staying Guests)</b>				
* <b>Bed Linens changed upon every Guest departure</b>				
* <b>Rooms completely cleaned after each Guest departure</b>				
* <b>All Linens in good condition</b>				
> <b>Rooms serviced daily</b>				
> <b>Bathrooms serviced daily</b>				
> <b>Light fixtures, ceiling fans, all moldings free of dust, cobwebs, and hand prints</b>				
> <b>Heating and AC vents to be clean and dust free</b>				
> <b>All surfaces clean, including but not limited to furniture, upholstery, window sills, blinds, etc.</b>				
> <b>All lampshades and bulbs to be clean, dust free, and in good condition</b>				
> <b>Closets must be clean, vacuumed, and odor free</b>				
> <b>Room fresh smelling, free of odors from deodorizers, cleaning agents, fragrant items</b>				

BBAK Quality Standards Evaluation	Exceeds	Meets	Needs Improvement	Comments/Suggestions
<b>GUEST BATHS: APPEARANCE/COMFORT/CLEANLINESS</b>				
* 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, good working order, adequate hot water and pressure				
* GFI Electrical Plus				
* Shared Bathrooms shall be cleaned and restocked daily				
* No more than 3 Rooms (max. 5 people) to share 1 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				
* Towels/washcloths of adequate quality, size, and good condition				
> Ventilation (fan/window)				
> For shared baths, towels, & bath mats provided in individual Guest Room				
> Easy-to-clean, non-porous surface around toilet (permanent carpeting discouraged)				
> Bath Towels/washcloths changed daily or less frequently upon Guest request				
> Individually wrapped soaps or soap pumps				
> Doors in good repair				
> Walls, wallpaper, and paint in good repair				
> Ceilings in good repair				
> Floors/Floor Coverings in good repair				
> Windows/Privacy Window Coverings in good repair				
> Furnishings in good repair				
> Mirrors conveniently located, in good repair, GFI electrical close by				
> Adequate Lighting				
> Shelf space adequate for toiletries near sink				
> Available emergency toiletry items				
> Facial tissue				
> Safety Bar in Tub Area				
> Towel Rod or Pegs				
> Night Light				
> Extra roll of toilet paper easily available				

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<b><u>FOOD/HEALTH SAFETY</u></b>							
* Hands/exposed portions of arms are thoroughly washed before beginning food preparation							
* Kitchen should be kept clean and in good working condition							
* Pets should not be present in food preparation area							
* Pets shall not interfere/impose on Guests/Guest space in dining area							
* All preparation areas are cleaned and sanitized							
* All refrigerators in good operating condition and clean, thermometer and temp set to 40F							
* All freezers in good operating condition and clean, thermometer set to 0F or lower							
* Always freshly prepared food for Guests Breakfast (never to be reused for Guest purposes)							
* Fire Extinguisher and well-maintained							
* Smoke Detector in good working condition							
* Appliances Clean and good operating condition							
* Current Food Service/Health Department Permit Posted							
> Floor clean and well-maintained							
> Adequate Lighting							
> Waste Cans must be lined and emptied daily							
<b><u>BREAKFAST</u></b>							
* Freshly prepared, served, and cleared by the Innkeeper/Staff							
* Will consist of more than Coffee, Tea, and Juice							
* Table is set nicely (no paper plates, styrofoam cups, etc.)							
* Each Guest has a place to sit while having breakfast (chair and table/eating surface)							
* Innkeeper to inquire about Dietary Restrictions (ideally at the time of making a reservation)							
> Innkeeper/Staff is present at traditional breakfast hours							
> Breakfast to be presented professionally and attractively							
> Linens, dishes, glasses, and flatware are clean, attractive (with no chips or stains)							
<b><u>Please have copies of the following information, if applicable to your inn:</u></b>							
* Business License							
* 2005 Health Department Certificate							
* Proof of 2005 Insurance Policy							
* KY Sales Tax Number							
* One of Your Brochures or Rack Cards							
* Print out of Your Website's Home Page, Rates, and Policies Page							
> Fire Department Inspection/Permit based on Local Requirements							
							<b><u>Exceeds and/or Meets Scoring</u></b>
							<b>* * *</b>
							<b>82 Mandatory Requirement</b>
<b><u>Evaluator's Overall Assessment:</u></b>							<b>&gt; &gt; &gt;</b>
							<b>90 x 80% = 72 (Effective in 2007)</b>