



BHA/STEMM PRODUCT STANDARDS CHECKLIST FOR HOTELS



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Documentation Required & Management Systems **Comments**

1. Is there a valid Hotel Licence (appropriately displayed in reception area?)	Yes	No
2. Is there a valid Business Licence (appropriately displayed in reception area?)	Yes	No
3. Is there a valid Certificate of Sanitation (appropriately displayed in reception area?)	Yes	No
4. Are Guest Registration Cards available?	Yes	No
5. Are employees (including front desk staff) attired in uniform and wearing name tags?	Yes	No
6. Is <i>Section 3</i> of the Hotel Keepers Act posted behind each guest room door and in a conspicuous location in the reception area ?	Yes	No
7. Is there a valid elevator inspection certificate and is it being appropriately displayed in elevator?	Yes	No
8. Is the hotel in possession of a current Pest Control Contract?	Yes	No
9. Is the hotel in possession of a Garbage Disposal Contract	Yes	No
10. Are food handlers Health Certificates up to-date?	Yes	No
11. Is city water supply available?	Yes	No
12. Are Lifeguard Certificates (where required) current and in hand?	Yes	No
13. Is log book available showing pH and chlorine testing in swimming pools or Jucuzzi	Yes	No
14. Are there appropriate facilities for the physically challenged?	Yes	No
15. Is there a maintenance department with an on-going maintenance programme in place	Yes	No
16. Are non-smoking rooms available?	Yes	No
17. Is there a fire log book available?	Yes	No
18. Is there wireless internet access?	Yes	No
19. Does the hotel have an Environmental Management System in place?	Yes	No
20. Are emergency/evacuation drills conducted?	Yes	No
21. Does the hotel have insurance coverage? If yes, what type?	Yes	No
22. Is there a crisis management team in place?	Yes	No

MEDICAL FACILITIES **Comments**

1. Is there a 24-hour nurse/doctor station established?	Yes	No
2. Is the nurse/doctor's station equipped with a restroom?	Yes	No
3. Is the name and telephone number of the nurse/doctor on call, and of other emergency services available?	Yes	No
4. Are First-Aid Kits available?	Yes	No
5. Are required supplies available in First-Aid Kit?	Yes	No
6. Are at least 10% of staff members First Aid and CPR trained?	Yes	No

Outside Appearance **Comments**

1. Is there a clearly marked hotel identification sign established?	Yes	No
2. Are driveway, walkways, and footpaths clearly defined, free from obstruction and well illuminated?	Yes	No
3. Are there parking facilities with clear demarcations?	Yes	No
4. Does the facility have access ramps, doorways and handrails for the physically challenged?	Yes	No
5. Is the property free of litter and debris?	Yes	No
6. Are the grounds properly landscaped?	Yes	No
7. Is there perimeter lighting?	Yes	No
8. Are there any structural defects on the building's exterior?	Yes	No
9. Is the exterior of the building in need of painting?	Yes	No
10. Are all emergency exits clearly defined?	Yes	No
11. Is the sewerage disposal system operating as normal	Yes	No
12. Is the garbage storage area properly constructed and sanitized regularly	Yes	No
13. Are fire lanes in place and clearly marked?	Yes	No
14. Are trees and hedges pruned?	Yes	No

Main Entrance – Lobby/Lounge **Comments**

1. Is the lobby well lit and aesthetically pleasing?	Yes	No
2. Are the furnishings of good quality, and in good condition?	Yes	No
3. Are the walls and floor in good condition (clean, no cracks, free of scuff marks, no flaking paint, no discolouration, no build up of dirt)	Yes	No



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|--|-----|----|
| 4. Are elevators (in hotels where they exist) clean and functional? | Yes | No |
| 5. Is there a valid Certificate of Inspection posted in each elevator? | Yes | No |
| 6. Are all fire safety equipment (smoke detectors, fire extinguishers, pull stations, illuminated exit signs, alarm bells, etc.) in place and in good working order? | Yes | No |

Reception and Registration Area **Comments**

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|--|-----|----|
| 1. Are the reception and registration areas clearly established? | Yes | No |
| 2. Is there concierge/bell hop service available? | Yes | No |
| 3. Is the staff neatly attired in uniform with name tag? | Yes | No |
| 4. Is there a public address system in place? | Yes | No |
| 5. Are safety deposit boxes available? | Yes | No |

Safety & Security **Comments**

- | | | |
|---|-----|----|
| 1. Is security personnel available? | Yes | No |
| 2. Is security services provided 24 hours of each day? | Yes | No |
| 3. Are security guards uniformed and readily identified? | Yes | No |
| 4. Do security personnel have radio/telephone contact with main office? | Yes | No |
| 5. Are security cameras (CCTV) positioned throughout the property? | Yes | No |
| 6. Are guests informed of all security and emergency procedures? | Yes | No |
| 7. Are exit doors equipped with panic hardware? | Yes | No |

Entertainment/Recreation/Sports Facilities **Comments**

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|---|-----|----|
| 1. Is there a planned weekly programme of entertainment? | Yes | No |
| 2. Is local entertainment available? | Yes | No |
| 3. Is there an established area for reading or watching T.V.? | Yes | No |
| 4. Is there a game room available? | Yes | No |
| 5. Are tennis courts available? | Yes | No |
| 6. Are courts well lit for night-time activity? | Yes | No |
| 7. Are water sports such as fishing, snorkeling, scuba diving, jet ski available? | Yes | No |
| 8. Is there a gym? | Yes | No |
| 9. Is gym equipment in good condition? | Yes | No |
| 10. Are clean towels provided for guest use? | Yes | No |
| 11. Are disposable cups and potable water available? | Yes | No |
| 12. Are shower/restrooms in good condition? | Yes | No |
| 13. Are changing rooms in good condition? | Yes | No |

Public Washrooms (Male/Female) **Comments**

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|--|-----|----|
| 1. Are male and female washrooms clearly identified? | Yes | No |
| 2. Is there adequate lighting? | Yes | No |
| 3. Are toilet doors fitted with locking mechanisms? | Yes | No |
| 4. Are walls, floors and ceiling in good condition? | Yes | No |
| 5. Are there facilities for the physically challenged? | Yes | No |
| 6. Are toilet facilities for the physically challenged outfitted with hand rails? | Yes | No |
| 7. Are sanitary fixtures (toilets, sinks, urinals) free from odour? | Yes | No |
| 8. Are urinals and toilets in good condition? | Yes | No |
| 9. Is there an adequate supply of hot and cold water? | Yes | No |
| 10. Are there adequate supply of toiletries (liquid soap, toilet paper, hand towel) available? | Yes | No |
| 11. Are there receptacles for sanitary napkins? | Yes | No |
| 12. Are there waste paper bins with proper covers? | Yes | No |

Note: The Department of Environmental Health has advised that, for sanitary purposes, split toilet seats are required to be installed in all public restroom facilities.

Bedrooms **Comments**

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| 1. Are bedrooms supplied with bed(s), bureau, chest of drawers, minimum of 2 chairs, 1-2 night stands, lamps, mirror, 2 waste paper bins, windows (including screens) that are operational, draperies/blinds, wall picture(s), adequate lighting, drinking containers, coffee maker, microwave oven, television, ceiling fan(s) |
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and or air-conditioning, refrigerator, radio, access to the internet ?	Yes	No
2. Are rooms designated as smoking/non smoking?	Yes	No
3. Are guestroom entry doors equipped with adequate locking devices (deadbolt lock, security chain)? Are guests provided with list of safety/security tips?	Yes	No
4. Is a non-slip mats provided for each bathtub?	Yes	No
5. Is each bed provided with a bed pad, flat and fitted sheets, 2 pillows with cases, and a bedspread?	Yes	No
6. Is the linen of good quality?	Yes	No
7. Are the room furnishings of good quality?	Yes	No
8. Are blankets provided?	Yes	No
9. Are rooms free of offensive odor?	Yes	No
10. Is there a fire extinguisher and a smoke detector in each guestroom?	Yes	No
11. Is an iron and ironing board available in each room?	Yes	No
12. Is there a safety deposit box in each room?	Yes	No
13. Are rate cards and a copy of section 3 of the Hotel Keepers Act displayed in each room?	Yes	No
14. Are there balconies with railings, and do the railings conform with the of the Bahamas Building Code (minimum height 42 inches, and 4 inch spacing between railing rods)?	Yes	No

Bathrooms in Guest Rooms

Comments

1. Is there an adequate supply of towels?	Yes	No
2. Are bathrooms odor free?	Yes	No
3. Are tiles (floor and wall) in good condition and in a clean state?	Yes	No
4. Is there an adequate supply of toiletries (soap, shampoo, toilet paper)?	Yes	No
5. Is the exhaust fan operational and in good condition (clean and free of dust)?	Yes	No
6. Is a shower cap and a hair dryer provided?	Yes	No

Dining Room

Comments

1. Is adequate seating available for good guest service?	Yes	No
2. Are staff members attired in uniform and appear neat and attractive?	Yes	No
3. Are menu cards/boards available?	Yes	No
4. Are meals listed on the menu available?	Yes	No
5. Are the cutlery, china, and glassware of good quality, free of chips or scratches	Yes	No
6. Are the furnishings (table, chairs, carpeting/tiles, table cloth) of good quality and found in good condition?	Yes	No
7. Are all exits clearly marked with illuminated exit signs?	Yes	No
8. Are there emergency lights in place and in good working order?	Yes	No
9. Where a buffet is provided, are foods on display protected from sources of contamination?	Yes	No
10. Are self-service foods on display protected by a sneeze guard?	Yes	No
11. Is the temperature of self served cold foods on display maintained at 41 degrees Fahrenheit or lower?	Yes	No
12. Is the temperature of self served hot foods on display maintained at 140 degrees Fahrenheit or higher?	Yes	No
13. Are adequate signs in place informing guests not to return to return to buffet line with soiled plates?	Yes	No
14. Are the public restrooms clean, odor free and with an adequate supply of soap, hand towels and tissue?	Yes	No

Main Kitchen

Comments

1. Does each staff member involved with the handling of food and beverage, in possession of a valid Health Certificate?	Yes	No
2. Are food handlers observing standard food preparation regulations (no smoking/eating/drinking)?	Yes	No
3. Are employees observing proper thawing practices?	Yes	No
4. Are cross contamination prevention/practices in place?	Yes	No
5. Is kitchen staff properly attired (apron/head covering)?	Yes	No
6. Are sinks provided for the washing of hands and with an	Yes	No



adequate supply of soap and hand towel?		
7. Are garbage containers lined and kept covered when not in use?	Yes	No
8. Are the walls painted white or light coloured?	Yes	No
9. Is the equipment in good condition (stove, deep fryer, freezers)?	Yes	No
10. Is the hood, vents and nozzles of the automatic fire suppression system kept free from grease?	Yes	No
11. Are gas supply lines painted in the standard yellow color for identification purposes?	Yes	No
12. Is the area free off any sign of rodents, roaches?	Yes	No

Garbage Disposal Area ***Comments***

1. Is there a contract for garbage collection?	Yes	No
2. Is garbage collected regularly?	Yes	No
3. Is the area kept clean and free of rodents?	Yes	No
4. Is there an adequate amount of garbage bins?	Yes	No
5. Is garbage properly stored in sealed garbage bags?	Yes	No

Staff Facilities ***Comments***

1. Are lockers available and in good condition?	Yes	No
2. Are the facilities cleaned regularly?	Yes	No
3. Are restrooms (male/female) in good condition with adequate supply of soap, hand towel and tissue?	Yes	No
4. Is hot water available?	Yes	No
5. Are sanitary receptacles available?	Yes	No

Staff Cafeteria ***Comments***

1. Is the general area clean?	Yes	No
2. Is the furniture in good condition?	Yes	No
3. Is ventilation adequate?	Yes	No
4. Are exits clearly marked?	Yes	No
5. Are there fire safety systems (smoke detectors, fire alarm, fire extinguishers) in place?	Yes	No
6. Are restrooms clean with an adequate supply of soap, hand towel and toilet tissue?	Yes	No

Laundry ***Comments***

1. Is laundry area well ventilated?	Yes	No
2. Is adequate shelving provided for storage of towels, sheets, blankets, etc.?	Yes	No
3. Are lint traps and area behind machines free from lint build up?	Yes	No
4. Is there an adequate and constant supply of hot/cold running water?	Yes	No
5. Are laundry trolleys kept in a clean and sanitary condition?	Yes	No
6. Are washing machines and dryers in good working order?	Yes	No
7. Are fire extinguishers, smoke detectors, fire alarm system in place?	Yes	No
8. Are exits clearly marked?	Yes	No
9. Is there a First-Aid Kit with adequate supplies available?	Yes	No

Swimming Pool (s) ***Comments***

1. Is the water clean and inviting?	Yes	No
2. Is the interior in good condition (free from flaking, no damaged tiles)?	Yes	No
3. Are grab rails in place at entry/exit steps?	Yes	No
4. Are entry steps identified by a different colour than the interior colour of the pool?	Yes	No
5. Are depth markers in place and clearly visible?	Yes	No
6. Are caution and no diving signs posted?	Yes	No
7. Is there a safety ring in close proximity to the pool?	Yes	No
8. Is there a lifeguard posted?	Yes	No
9. Is there a First-Aid Kit (with required supplies) available near the pool?	Yes	No
10. Is the lifeguard properly attired and easy to identify?	Yes	No
11. Are pool deck furnishings provided and in good condition?	Yes	No

