

THE PORTFOLIO COLLECTION
BED AND BREAKFAST CRITERIA 2004/5

Portfolio is a benchmarking organization. Each property is rated against its peers in accordance with prevailing trends. Portfolio pays attention to décor and style and the following are suggestions of requirements for possible inclusion in our Guide.

- **8 rooms is considered the maximum acceptable**

GENERAL

- Entrance/gardens to be neat, clean and maintained. Free of rubble and refuse, no lifting paving, weeds etc
- If there is a swimming pool it is to be clean, clear of algae and sparkling
- Secure parking and where possible under cover
- Secure environment with all precautions to ensure safety of guests
- **NON-NEGOTIABLE: Pool loungers and outdoor chairs are NOT to be plastic. This will be phased in by 2005.**
- Pool towels to be clean and in good condition
- English-speaking receptionist or telephonist with good command of the language and understanding of what is required
- Establishments must reflect a spirit of hospitality and acceptance of all cultures and creeds
- Answering machine or cell phone call forward
- Reservations to be dealt with efficiently and professionally with an understanding of the commission structures, cancellation policies and booking details. Guests to be warned of stairs, traffic noise, children, bathrooms not en suite, building and other potential disruptions
- All accommodation and guest areas must be clean and in good state of repair
- Evening turndowns/drawing curtains/turning on lights and heating
- Assistance with luggage
- Guest to be met and welcomed by hosts and assisted with arrangements, activities, restaurant plans

Optional extras

- Fax and email facilities
- Complimentary drink on arrival
- Indoor smoking is discouraged

BREAKFAST

Breakfast MUST be served and included in the rate, including those properties that offer self-catering facilities

There must be the option of a breakfast room or breakfast area. Breakfast can be served in the rooms on request.

Option of a full cooked breakfast with Continental to include:

- Range of more than one cereal – including muesli
- Selection of yoghurts including plain
- Choice of fruit salad or stewed fruit or fruit kebabs or fruit platter
- Brown and white toast
- Option of muffins, croissants or fresh baked pastries
- Fresh coffee and choice of teas
- More than one fresh fruit juice

THE PORTFOLIO COLLECTION

BED AND BREAKFAST CRITERIA 2004/5

- Preserves and jams

BEDROOMS

- Spacious, well ventilated with private lockable entrance
- Clean, tasteful, updated curtaining, upholstery and carpets
- **NON-NEGOTIABLE** : Top quality firm mattresses **with headboard** or some form of paneling at the head of the bed and against the wall
- Two plump pillows per person - fibre, non-allergic or down
- Extra blankets for winter
- Mattress and pillow protectors
- Pure cotton, percale or top quality blend bed linen
- Valence (bed frill) where necessary
- Two bedside tables with lamps and individual bedside control
- Occasional chair or sofa
- Cupboard space and matching hangers – preferably wooden
- Built-in safe or public lock-up facility
- Suitable or raised storage for luggage
- Temperature control when necessary. Fans/air conditioners/heaters. Asbestos heaters are considered unsafe and should not be supplied.
- Access to telephone – if cottages, some form of contact system with main house (can be intercom, whistle, bell etc)
- Quality crockery for tea trays, quality tea/coffee **sachets** and **fresh milk or mini cartons**
- Water or mineral water and two glasses
- **NON-NEGOTIABLE**: If there is a fridge it **MUST** be inside a cupboard/sideboard.
- Preference of TV's in a cabinet but suspended televisions at the discretion of the Consultant
- If the fridge is stocked it should have quality and varied beverages/snacks
- Information file on the area/activities/restaurants/contact telephone numbers etc
- Emergency lighting – torches, matches or candles
- Fresh flowers
- Hairdryer
- Radio/Alarm clock
- Well-lit dressing table or desk with stool or chair
- Any magazines should be current
- Tissue box with cover
- Full length mirror
- Two prong plug
- Electric blanket or hot water bottle in winter

THE PORTFOLIO COLLECTION

BED AND BREAKFAST CRITERIA 2004/5

BATHROOMS

- All bathrooms to be en suite (exception listed below) and tiled or with washable surface e.g. sealed and screeded concrete
- Carpeted bathrooms are not recommended but can be accepted at Consultant's discretion
- Only one separate bathroom allowed per five-roomed establishments, again at Consultant's discretion
- **NON-NEGOTIABLE:** For private/separate bathrooms, gowns are essential
- Victorian-style baths & basins IN suite are acceptable, at Consultant's discretion
- Toilets IN suite are not acceptable. All must be separate and behind lockable door.
- Bath, preferably free-standing shower, basin and toilet
- **Glass shower doors are a preference.** Shower curtains at Consultant's discretion
- Any shower curtains to be washed as regularly as towels and DEFINITELY before each new guest.
- If no shower, a tap attachment for washing hair
- Well ventilated. Air extractors at Consultants discretion
- Vanity to offer plenty of space, with mirror above
- Shampoo/covered or boxed soap/body lotion and amenities of matching brands
- Plenty of fluffy towels. Preferably bath sheets
- Washable bath mats or duckboards
- Sani bin with suitable plastic liner or paper packets
- Toilet spray and spare toilet rolls

OPTIONAL EXTRAS

- Bathrobes (other than those required for private bathrooms)
- Cotton wool, ear buds, safety pins and misc.
- Candles/Plants
- Shower caps etc

ACCOLADES

Rating accolades are given for **LUXURY, GREAT COMFORT AND COMFORTABLE.**

In some cases a double rating is given where a definite rating is not applicable i.e. there are rooms of different standards.

Properties that are custom built and not yet fully complete, at Consultant's discretion will be included in book and will receive a **NEW** shield with no colour. This may be updated on the website during the year and on completion.

A **Knife and Fork** accolade is given to those properties that offer an evening meal on the proviso that this meal is available any night on request. Please note that whilst some properties offer meals at their discretion, the award of Knife and Fork means that a meal must be provided every time on request.

THE PORTFOLIO COLLECTION
BED AND BREAKFAST CRITERIA 2004/5

Other accolades are self explanatory according to the foreword in the guide.