

No.	Ratings	Resort Criteria / Indicators	YES	NO
Dimension 7: BUSINESS PRACTICES				
7.1 Business Processes				
225	Mandatory 1-5	Emergency and fire evacuation procedures are followed and in place, with corresponding annual drills.		
226	Mandatory 1-5	Backup generator or emergency power is available, capable of supporting the property without hampering basic / critical operations		
227	Mandatory 1-5	Safety systems and documentation is in place to respond to possible natural disasters and man-made threats.		
228	Mandatory 1-5	Hotel meets all current regulations and legislative requirements to operate a Hotel. (<i>Revised Fire Code, Environmental Code, Air Pollution, Accessibility Law, etc.</i>)		
229	Additional	Vermin/Pest control in place to identify and eliminate pests such as rodents, bed bugs, cockroaches, flies, etc.		
230	Additional	Risk assessment audit conducted annually that reviews security threats to the property and acted upon based on the recommendations.		
231	Social	Staff are provided with a minimum of 3 days of training annually (inhouse or outsource)		
232	Filipinization	At least 20% of the employees have training on the Filipino Brand of Service Excellence (FBSE)		
233	Filipinization Social	80% of the employees are from within the region.		
234	Filipinization Social	Procurement process ensures local purchasing. At least 50% are procured from local suppliers. (30% from within the region and another 20% from within the Philippines)		
235	Sustainability	Procurement process advocates Green purchasing. At least 50% (e.g., food/ beverages, laundry services, and amenities) are procured from organic or Green certified suppliers.		
236	Sustainability	Green Building Certification or equivalent certification on environmental sustainability, such as but not limited to reduction of water, waste and energy use (i.e., LEED, BERDE, EDGE, ASEAN Green Hotel, etc.)		
237	Sustainability	Alternative/renewable source of energy (e.g., solar, wind, etc.) is utilized.		
7.2 Barrier-free Facilities for Persons with Disabilities (PWD)				
238	Additional	(Accessible Tourism) For PWD Rooms, 5% of all rooms shall be designated for PWD, but not less than 2 rooms.		
239	Additional	Reception areas shall provide low and recessed or split-level counters that can both accommodate standing persons and those seated on wheelchairs. Lowered counter shall have legroom space with 650 mm (0.65 m or 26 in) clear opening.		
240	Additional	All interior doors shall have a clear opening and a width of at least 900mm (0.9m or 35 in) to accommodate big and motorized wheelchairs.		
241	Additional	PWD Bedrooms shall have the following:		

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		<ul style="list-style-type: none"> • Lever type door handles. If using a proximity card reader, the card shall feature Braille signs or otherwise embossed with familiar signs. • Dual height peepholes with the lower one at 1,000 mm (1.0 m or 39 in) from the floor. • Light switches at maximum 1,200 mm (1.2 m or 47 in) from the floor. • Electrical outlets at a minimum of 450 mm (0.45 m or 18 in) from the floor. • If there is a writing desk or night table, the electrical outlet shall be above the finish top line of the writing desk or night table, and not under. • Bed height at maximum of 500 mm (0.5 m or 20 in) • Easy-to-open (preferably sliding) closet doors. • Dual height hanger racks with the lower rack at 1,400 mm (1.4 m or 55 in) from the floor or with pull-down hanger rods. • With an emergency mechanism in place, such as but not limited to, strobe lights, vibrator, etc. 		
242	Additional	PWD Bathrooms shall have the following features:		
		<ul style="list-style-type: none"> • Toilet flooring of non-skid material even when wet. • Toilet bowls shall be placed where a vertical or climbing bar is positioned on the wall at 300mm (0.3m or 11.81 in) from the front tip of the toilet bowl to offer support when users pull or elevate themselves to a standing position. • Grab bars shall be placed on both sides at 300mm (0.3m or 11.81 in) from the top of toilet seat to top of grab bar for safety and effective utility. One side shall be fixed and one side is movable. The distance between the bars shall not exceed 0.76 m (30 inches) • Grab bars and a durable seat shall also be placed in the shower area. • Toilet bowls should be elevated at 450mm (0.45m or 17.71 in) from the floor. • With an emergency mechanism, such as but not limited to, telephone or emergency / panic alarm button 		
243	Additional	Has at least one Elevator with the following PWD-friendly features:		
		<ul style="list-style-type: none"> • Can accommodate a minimum of two (2) wheelchairs, with a minimum width clearance of 1,800 mm (1.8 m or 71 in) • Horizontal control panel for wheelchair users and vertical control panels for those in standing position shall be available. • The exterior and interior button panels shall not exceed 1,200 mm (1.2 m or 47 in) from the floor. • The panel buttons shall feature Braille signs or otherwise embossed with familiar signs for those not educated in Braille. • Audio system shall be in place to inform guests what floor the elevator is already at. • Equipped with handrails, placed on three sides, including rear end at 0.7 – 0.76 m (28-30 in) from the floor. • With an Emergency Rescue Device. 		

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7.3 Service, Hospitality, Efficiency, Friendliness Requirements (SHEF)				
245	Additional	Staff are easily identified through the ID or nameplate they wear.		
246	Additional	Staff wears clean uniform / personal protective equipment appropriate for the scope of work.		
	Additional	Staff wears clean and custom uniform / personal protective equipment distinct for each department / scope of work		
247	Filipinization	Staff uniform accents/ incorporates materials that are indigenous or locally produced or represents Filipino culture or craftsmanship		
248	Additional	Staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.		
249	Additional	Requested items / orders are delivered within the promised time frame and in the promised quality / quantity		
250	Additional	Guests feedback mechanism is in place. Guest concerns or complaints, if any, are responded to within 24 hrs or the next business day.		
251	Additional	Clear terms and conditions of the guest booking / reservation, including refund policy, are in place and communicated to guests.		

CONFORME:

This is to signify my intent to apply for **STAR RATING CLASSIFICATION**.

I understand that my Self-Assessment Rating is not yet final and an Inspection Team from the DOT shall conduct an actual assessment of my property to validate my rating.

General Manager/Authorized Representative:

Date accomplished:

(Signature over Printed Name)

(mm-dd-yyyy)