



**SELF-ASSESSMENT FORM  
STAR CLASSIFICATION APARTMENT HOTEL**

Name of Establishment: \_\_\_\_\_  
 Business Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Tel. No.: ( ) New ( ) Same \_\_\_\_\_  
 Email / Website: \_\_\_\_\_  
 General Manager: \_\_\_\_\_

No.	Ratings	Apartment Hotel Criteria / Indicators	YES	NO
<b>Dimension 1: ARRIVAL/DEPARTURE</b>				
<b>1.1 Building – Appearance</b>				
1	<b>Mandatory 1-5</b>	Building exterior is clean and in good condition		
2	<b>Mandatory 1-5</b>	Hotel name/signage is clearly visible from the street		
3	<b>Mandatory 1-5</b>	Hotel name/signage is visible at night.		
4		<b>1.2 Building Construction Quality</b>		
	<b>Mandatory 1-5</b>	Structure is built with durable materials that provide an appropriate and safe accommodation environment		
5		<b>1.3 Building - Condition (wear and tear)</b>		
	<b>Acceptable</b>	Natural weathering may be visible but building is structurally sound. Minor repair work may be required.		
	<b>Good</b>	Good appearance, weathering may still exist, but in sound condition.		
	<b>Very Good</b>	Very good maintenance of building and upkeep on paintwork and exterior panels.		
	<b>Excellent</b>	High standard of external appearance, allowing for the age of the building.		
	<b>Outstanding</b>	No visible signs of natural weathering and no repair is required including maintenance of exterior and overall structure.		
<b>1.4 Entrance / Exit &amp; Parking</b>				
6	<b>Mandatory 1-5</b>	Driveway or Drop-off area is in sound condition, free from significant potholes, with no obvious obstructions.  Driveway or Drop-off entrance is marked with clear and visible signages, even at night.		
7	<b>Mandatory 1-5</b>	There is a designated parking area marked with clear and visible signages that meets the relevant provisions of the National Building Code.		
8	<b>Minimum 4 &amp; 5</b>	Valet parking is provided.		
9	<b>Additional</b>	<ul style="list-style-type: none"> <li>• Driveway or Drop-off area (e.g. porte cochere) is covered with canopy or roof, with capacity for 2 or more vehicles.</li> <li>• Delineation of areas for vehicles and pedestrian are in place.</li> </ul>		
<b>1.5 Security</b>				
10	<b>Mandatory 1-5</b>	Professional security personnel is stationed 24 hours at main entry point.		
11	<b>Mandatory 1-5</b>	Property and security services ensure guest safety at all times, with proper delineation of restricted area.		
12	<b>Technology/ Digitalization</b>	Functional CCTV for 24 hours, covering key points, such as, but not limited to, entry, exits and publicly accessible areas.		

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13	<b>Technology/ Digitalization</b>	Effective use of CCTV with recording storage of at least 30 days to detect potential incidents.		
<b>1.6 Reception and Concierge Service</b>				
14	<b>Mandatory 1-5</b>	Guests must be provided with Official Receipt (printed or digital).		
15	<b>Minimum 1-2</b>	Reception service is available for at least 16 hours per day.		
	<b>Minimum 3-5</b>	Reception service is available 24 hours per day.		
16	<b>Minimum 3-5</b>	At least three (3) payment options are available (e.g., cash, debit/credit card, online and mobile payment options).		
17	<b>Minimum 1-5</b>	Official up-to-date information on public health & safety, as applicable, and emergency contact numbers are available at the reception area.		
18	<b>Additional</b>	Contact details or access for tourist assistance or concerns (e.g. DOT Tourist Assistance Call Center, LGU hotlines) are available at the reception area.		
19	<b>Minimum 1-3</b>	Left luggage service is available.		
	<b>Minimum 4-5</b>	Dedicated and secured left luggage room is available, with control measures in place.		
20	<b>Minimum 4-5</b>	Concierge services are available 24 hours, including luggage assistance.		
21	<b>Minimum 3-5</b>	Transport and transfer services are available (either inhouse or through a DOT-Accredited partner service provider)		
22	<b>Additional</b>	Transport and transfer services are available with options for premium vehicles		
23		<b>1.7 Reception -Size and Seating Area</b>		
		<i>Note: The reception seating area shall be in close proximity of the reception desk, where reception staff are still visible. Self check-in kiosks or similar installations, and reception in Club floors or other similar areas shall be included when counting "transactions at a time"</i>		
	<b>Acceptable</b>	Reception service can cater to 1 reservation/transaction at a time. Seats for at least 2 guests are available.		
	<b>Good</b>	Reception service can cater to 2 reservations/transactions at a time. Seating area is close to the reception desk and can accommodate at least 4 guests.		
	<b>Very Good</b>	Reception service can cater to 3 reservations/transactions at a time. Seating area is comfortable, close to the reception desk, and can accommodate at least 6 guests.		
	<b>Excellent</b>	Reception service can cater to 4 reservations/transactions at a time. Seating area is comfortably furnished, conveniently located, and can accommodate at least 8 guests.		
	<b>Outstanding</b>	Reception service can cater to 5 reservations/transactions at a time, with options for group reservations or VIP guests/Members. Seating area can accommodate more than 10 guests with comfortable seating options for different sized groups.		
24		<b>1.8 Check-in Process</b>		
	<b>Acceptable</b>	Basic check-in process of not more than 10 minutes per guest		
	<b>Good</b>	Basic check-in process of not more than 8 minutes per guest		
	<b>Very good</b>	Basic check-in process of not more than 6 minutes per guest		
	<b>Excellent</b>	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 4 minutes per guest.		

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<b>Dimension 1: ARRIVAL/DEPARTURE</b>				
	<b>Outstanding</b>	Pre-registration process in place prior to arrival at the establishment. Check-in process takes not more than 2 minutes per guest.		
<b>25</b>	<b>Technology/ Digitalization</b>	Express/Self-check in and/or out facility, system or mechanism in place for guests.		
<b>25</b>		<b>1.9 Check-out Process</b>		
	<b>Acceptable</b>	Basic check-out process of not more than <b>15</b> minutes per guest		
	<b>Good</b>	Basic check-out process of not more than <b>10</b> minutes per guest		
	<b>Very good</b>	Basic check-out process of not more than 6 minutes per guest		
	<b>Excellent</b>	Express check-out process of not more than 4 minutes per guest		
	<b>Outstanding</b>	Express check-out process of not more than 2 minutes per guest.		
		<b>1.10 Reception – Service Quality</b>		
<b>26</b>	<b>Minimum 1-5</b>	Reception/Front office staff greets with a smile, and with a welcoming gesture.		
<b>27</b>	<b>Filipinization</b>	Reception/Front office staff greets using the Mabuhay gesture		
<b>28</b>	<b>Minimum 3-5</b>	Reception/Front office staff uses professional language during interaction and keeps focus on the guest		
<b>29</b>	<b>Minimum 1-5</b>	Reception/Front office staff is knowledgeable about facilities, services, activities and promotions of the establishment.		
<b>30</b>	<b>Additional</b>	Reception/Front office staff is responsive to guest needs or requests, able to offer appropriate services or alternatives, or prompt necessary assistance.		
<b>30</b>	<b>Additional</b>	Reception/Front office staff can capably provide information on nearby tourist destinations/ attractions or current activities around the area.		
<b>31</b>	<b>Additional</b>	Availability of staff conversant in foreign language (other than English)		