

## The Swiss Hotelier Association's Classification Standards for a 3-star Hotel

Middle-class hotel with an efficient multilingual front desk. All rooms offer private facilities (with wc and bath or shower). The comfortably furnished rooms provide a color TV, a radio as well as a telephone. Well-kept amenities and neat overall impression of the hotel. The hotel provides a buffet breakfast service. The range of services meets middle-range expectations and covers basic needs in the front desk and service areas.

### Criteria for the 3-star Category

<b>Reception Hall</b>	Guidance system: Useful guidance signs help guests to easily find their way around the hotel and identify areas that they may access.	Info-entertainment corner or electronic information stand with an internet access or business corner: W-LAN at the front desk is not sufficient. A real corner is requested that must be available to guests outside the front desk. An info-entertainment corner is an electronic information stand with an internet access, whereas a business corner is a personal computer with an internet access, corresponding software and a printer.		
<b>Front Desk</b>	Efficient and welcoming: The key and information service is either open or reachable during set hours.			
<b>Additional Lounge</b>	The lounge is invariably furnished with tables, chairs, a sofa or armchairs. It is assigned to no other use than allowing guests to relax. Guests are under no obligation to consume.			

<b>Room Sizes (without bathrooms)</b>	At least 80% of the rooms meet the minimum dimensions:  Single rooms 10 m <sup>2</sup>  Double rooms 14 m <sup>2</sup>	All of the specified standards need to be met. They apply to 100% of the rooms.	Separate suitcase storage space: luggage rack, alcove or special device. On/under the bed is not considered as a suitcase storage space.	Bar fridge: The bar fridge only counts when it contains at least one range of alcohol-free drinks. The price list needs to be displayed or available near the bar fridge.
	Telephone in the rooms: If the telephones are replaced by mobile phones they need to be available in all rooms. SOS information and safety instructions need to be clearly displayed in the rooms.	Definition of a direct dial telephone: A direct dial telephone is a telephone that allows to dial an external number without the assistance of the front desk. Each telephone includes information on SOS numbers, easily understandable, multilingual operating instructions and in-house numbers.	Room safe: Room safe size (interior dimensions): Min. height x width x depth = 15 cm x 25 cm x 15 cm.	The safe must be burglarproof and fireproof (not made of wood or plastic). It may be integrated into the minibar. Guests need to be informed in writing of the room safe's liability limit, e.g. via the hotel information or an information sheet in the actual safe.
	The hotel must provide either bar fridges in the rooms with a suitable offer or enough drink machines. A 24/24 drinks service does not replace these amenities.			
<b>Bathroom / Wet Room Furnishings (minimum size: 3 m<sup>2</sup>)</b>	A shower curtain / shower screen is compulsory even for bath tubs, unless there is a separate shower cubicle.	The requirement wet room is not fulfilled if there is a shower or a bath in the room while the toilet is on the corridor.		
<b>Breakfast Buffet</b>	It comprises at least the following ingredients: A choice of hot drinks (coffee/tea), milk drinks (Ovaltine, chocolate), a selection of breads, butter/margarine, jam, honey, cheese, fruit juices as well as at least 4 more products such as meat, eggs, yogurt, muesli, stewed fruit, cereal, fresh fruit.			

<b>Room Service</b>	The requirement is not fulfilled if the hotel does not serve continental breakfast in the rooms.			
<b>Hotel Restaurant</b>	Opening the restaurant 7/7 days is not an obligation. Usual closing times of one or two days per week are accepted.			
<b>Car Parking Options</b>	A map showing the public parking spaces or the hotel garage is an example of a printed guest information. Guests shall receive this map if there is no car parking available on the hotel grounds.			
<b>Small Inventory</b>	Hotel information: It normally contains: SOS numbers and the location of the SOS telephone if not all of the rooms provide a telephone; mealtimes; drinks service; front desk opening hours; closing hours of the entrance door; particular services.			
<b>Personal Safety in the Room and on the Hotel Grounds (compulsory for all hotels)</b>	The classification authorities are charged to check in detail SOS numbers of the telephones, the alarm organization, escape plans and entrance areas. They are allowed to question the security officer as well as the staff.	Easily accessible means that the alarm organization is available to employees at any time so as they can reach the responsible person in case of an emergency.	The escape plan needs to be clearly displayed in the rooms. An information sheet inside the wardrobe does not fulfil the requirement.	Under surveillance means monitored by the staff during opening hours and at least connected with the exterior via a bell during closing hours. It is also possible to use video or electronic surveillance of the entrance areas.
	A free of charge emergency telephone with SOS numbers must be available at the information desk if not all of the rooms provide a telephone.	Sprinkler system with service contract: Full monitoring means in all areas of the hotel (public areas and guest rooms).	Fire detector with service contract: Full monitoring means in all areas of the hotel (public areas and guest rooms).	Fire safety certificate (SIZ or similar): Similar = an independent institution, not a manufacturing company.

<b>Night Duty / Guest Safety (compulsory for all hotels)</b>	Night duty helps reinforcing the guest's personal safety in the hotel. Hotel guests are entitled to reach a qualified person at any time of the day or the night to get assistance in case of an emergency (illness, fire, personal protection). Night bells that are rerouted to the fire service do not fulfil this minimum requirement.			
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