



HOTELSTARS.EU

Criteria 2010 – 2014





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This catalogue shows all criteria, which are used to classify a hotel in one of the five star-categories of the Austrian Hotel Classification.

The letter “M” in a column is indicating a minimum criterion for this star category.

This translation is a service for our English-speaking guests hoping that they use this guide for a safe and successful choice of hotels in Austria.

We apologize for possible mistakes in translation; the official German text of the “Österreichische Hotelklassifizierung 2010-2014” is determinative.

Vienna, 10th December 2009

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|-----------|--------|---|----|-----|------|-------|
|------|-----|-----------|--------|---|----|-----|------|-------|

| I. Building / Rooms | | | | | | | | |
|------------------------|----|---------------------------------------------------------------------------------------------|------------------------|---------------------|---------------------|-----------------------|-------------------|----------------------|
| Cleanliness / hygiene | 1 | Cleanliness and a hygienically perfect offer are basic conditions in each category. | - | M | M | M | M | M |
| Preservation condition | 2 | All mechanisms and equipments are functional and in faultless condition. | - | M | M | M | M | M |
| General impression | 3 | The general impression of the hotel is sufficient for _____ requirements. | - | simple ¹ | middle ² | elevated ³ | high ⁴ | highest ⁵ |
| Reception | 4 | Separated area Functionally independent area, a single table or secretary is acceptable. | 1 | M | M | | | |
| | 5 | Separate, independent reception desk | 3 | | | M | M | M |
| Rooms | 6 | Size of rooms (incl. bathroom) ≥ 14m ² ⁶ | 10 | | | | | |
| | 7 | Size of rooms (incl. bathroom) ≥ 18m ² ⁶ | 15 | | | | | |
| | 8 | Size of rooms (incl. bathroom) ≥ 22m ² ⁶ | 20 | | | | | |
| | 9 | Size of rooms (incl. bathroom) ≥ 30m ² ⁶ | 25 | | | | | |
| | 10 | Bathroom/Sanitary facilities ≥ 5 m ² ⁶ | 10 | | | | | |
| | 11 | Number of suites ⁷ | 2 per suite, max. 6 | | | | | min. 2 |
| | 12 | Min. 50% of the rooms are non-smoking rooms. | 3 | | | | | |

1 In particular furnishing and equipment are appropriate and maintained.

2 In particular furnishing and equipment are maintained and harmonized.






3 In particular furnishing and equipment are constantly harmonized in form and colour. The general impression is shaped by elevated comfort.

4 In particular furnishing and equipment are high-quality and offer first-class comfort. The optical general impression is constantly harmonized in form, colour, and materials.

5 In particular furnishing and equipment are luxurious and offer highest comfort. The optical general impression is constantly harmonized in form, colour, and materials.

6 If the hotel has a limited number of rooms (15 %) that are below this size, the guest must be informed before the conclusion of the accommodation contract about falling below this size.

7 No "Junior suites". Suites consist of at least two separated rooms of which one is furnished as a bedroom and one as a living area. The separation does not have to exist in a door; a break-through between two rooms is sufficient likewise. A holiday flat in a dependance is in principle no suite. In order to ensure that guests can make full use of the hotel services the suites must be situated in the hotel building.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|---------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------|--------|---|----|-----|------|-------|
| Public area | 13 | Separated non-smoking area in the breakfast room | 3 | M | M | M | M | M |
| | 14 | Lounge for hotel guests (e.g. breakfast room or restaurant) | 2 | | | | | |
| | 15 | Sitting group at the reception | 1 | | | M | | |
| | 16 | Lobby with seats and beverage service | 5 | | | | M | |
| | 17 | Spacious reception hall with several seats and beverage service | 10 | | | | | M |
| | 18 | Bar ⁸ (opened on at least 6 days per week) | 4 | | | | M | |
| | 19 | Bar ⁸ (opened on at least 7 days per week) | 6 | | | | | M |
| Facilities for disabled persons | 20 | Barrier-free  – Category A ⁹ | 5 | | | | | |
| | 21 | Barrier-free  – Category B ¹⁰ | 8 | | | | | |
| | 22 | Barrier-free  – Category C ¹¹ | 5 | | | | | |
| | 23 | Barrier-free  – Category D ¹² | 5 | | | | | |
| | 24 | Complete barrier-free  – Category E ¹³ | 5 | | | | | |
| Car park | 25 | Parking directly at the hotel | 3 | | | | | |
| | 26 | Parking possibilities for busses | 1 | | | | | |
| | 27 | Garage | 5 | | | | | |

8 The “bar” mentioned above is more than a simple beverage service. It must be separated from the restaurant.

9 Disabled persons who are partially dependent on a motorized wheel-chair or an assistance. Regulations are based on an agreement with the national associations for the interests of disabled persons.

10 Persons with walking disabilities and who permanently need a wheel-chair. Regulations are based on an agreement with the national associations for the interests of disabled persons.

11 Blind or visually handicapped persons. Regulations are based on an agreement with the national associations for interests of disabled persons.

12 Persons who are suffering under numbness or rare visually handicapped. Regulations are based on an agreement with the national associations for the interests of disabled persons.

13 Matching categories B, C, and D. Regulations are based on an agreement with the national associations for the interests of disabled persons.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|----------------------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Others | 28 | Balconies or terraces directly at the room | 2 | | | | | |
| | 29 | Elevator | 15 | | | M ¹⁴ | M ¹⁵ | M ¹⁶ |
| II. Furniture / Equipment | | | | | | | | |
| Sanitary comfort | 30 | 100% of the rooms with shower/WC or bath tub/WC | 1 | M ¹⁷ | M ¹⁷ | M | M | M |
| | 31 | 100% of the rooms with shower/WC or bath tub/WC and <u>thereof</u> 50% of the rooms with bath tub and shower cubicle separately | 10 | | | | | |
| | 32 | 30% of the rooms with toilet separately | 5 | | | | | |
| | 33 | Shower with shower curtain/shower screen ¹⁸ | 1 | M | M | M | M | M |
| | 34 | Washbasin | 1 | M | M | M | M | M |
| | 35 | Twin-washbasin in double rooms | 5 | | | | | |
| | 36 | Twin-washbasin in suites | 2 | | | | | |
| | 37 | Washable bathroom rug | 1 | | M | M | M | M |
| | 38 | Appropriate lighting at the washbasin | 1 | M | M | M | M | M |
| | 39 | Mirror | 1 | M | M | M | M | M |
| 40 | Power socket near to the mirror | 1 | M | M | M | M | M | |

14 If more than three floors (incl. ground floor).

15 If more than two floors (incl. groundfloor).

16 If more than one floor (incl. groundfloor).

17 Are at a maximum 15 % of the rooms not equipped with private shower/WC, only with shower/WC on the floor, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.

18 If the washing room is constructed with a separation between the sanitary facilities and the toilet, the existence of a shower curtain or shower screen is not necessary.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|-------------------------------------------------------------------------------------------------------|--------------------|---|----|-----------------|-----------------|-----------------|
| | 41 | Vanity mirror | 1 | | | | | |
| | 42 | Flexible vanity mirror | 2 | | | | M | M |
| | 43 | Lighted vanity mirror | 1 | | | | | |
| | 44 | Towel rails or towel hooks | 1 | M | M | M | M | M |
| | 45 | Heating facility in the bathroom | 3 | | | M ¹⁹ | M ¹⁹ | M ¹⁹ |
| | 46 | Heated towel rail | 3 | | | | | |
| | 47 | Tray | 1 | M | M | M | | |
| | 48 | Tray of a large scale | 3 | | | | M | M |
| | 49 | Toothbrush tumbler | 1 | M | M | M | M | M |
| | 50 | Soap or body wash | 1 | M | M | M | M | M |
| | 51 | Bath essence or shower gel | 1 | | M | M | M | M |
| | 52 | Shampoo ²⁰ | 1 | | | M | M | M |
| | 53 | Personal care products in flacons | 2 | | | | | M |
| | 54 | Additional cosmetic products (e.g. shower cap, nail file, cotton swabs, cotton wool pads, bodylotion) | 1 per item, max. 3 | | | | M | M |
| | 55 | Cleansing tissue | 2 | | | M | M | M |
| | 56 | Toilet paper in reserve | 1 | M | M | M | M | M |

¹⁹ Minimum criterion will be fulfilled if the criterion "Heated towel rail" (no. 46) is fulfilled.

²⁰ This criterion will be fulfilled if the bath essence or shower gel is also usable as shampoo.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------------------|-----|---------------------------------------------------------------------------------------------------------------------|--------|---|----|-----|------|-------|
| | 57 | 1 hand towel per person | 1 | M | M | M | M | M |
| | 58 | 1 bath towel per person | 2 | | M | M | M | M |
| | 59 | Bath robe on demand | 2 | | | | M | |
| | 60 | Bath robe | 4 | | | | | M |
| | 61 | Slippers on demand | 1 | | | | M | |
| | 62 | Slippers | 3 | | | | | M |
| | 63 | Hair-dryer on demand | 1 | | | | | |
| | 64 | Hair-dryer | 2 | | | M | M | M |
| | 65 | Stool in the bathroom | 3 | | | | | M |
| | 66 | Bathroom scales | 1 | | | | | |
| | 67 | Waste bin | 1 | M | M | M | M | M |
| Sleeping comfort | 68 | Single beds on the scale of min. 0,90 m x 1,90 m and double beds on the scale of min. 1,80 m x 1,90 m ²¹ | 1 | M | M | M | | |
| | 69 | Single beds on the scale of min. 0,90 m x 2,00 m and double beds on the scale of min. 1,80 m x 2,00 m ²¹ | 10 | | | | M | M |
| | 70 | Single beds on the scale of min. 1,00 m x 2,00 m and double beds on the scale of min. 2,00 m x 2,00 m ²¹ | 15 | | | | | |
| | 71 | 10% of the beds with a length of min. 2,10 m | 5 | | | | | |
| | 72 | Modern and well-kept mattresses of minimum 13 cm thickness | 1 | M | M | M | M | M |

²¹ If there are two single beds or one queen size bed (1,50m x 2,00m) instead of one double bed, the guest must be informed before the conclusion of the accommodation contract about falling below the standard.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|----------------|-----|--------------------------------------------------------------------------------------------------------------------------------------|--------|---|----|-----|------|-------|
| | 73 | Hygienic covers for mattresses ²² ("Encasings") | 10 | | | | | |
| | 74 | Thorough cleansing of the mattresses ²³ at least every two years (The certificate has to be added to the application.) | 10 | | | | | |
| | 75 | Additional crib | 3 | | | | | |
| | 76 | Washable bedside carpet | 3 | | | | | M |
| | 77 | Wake-up call device (for wake-up call see no. 207) | 1 | M | M | M | M | M |
| | 78 | Modern and well-kept blanket | 1 | M | M | M | M | M |
| | 79 | Modern and well-kept pillow | 1 | M | M | M | M | M |
| | 80 | Hygienic covers for pillows ("Encasings") | 3 | | | | | |
| | 81 | Additional pillow on demand | 1 | | | M | M | |
| | 82 | Two pillows per person | 4 | | | | | M |
| | 83 | Various choice of pillows ²⁴ | 4 | | | | M | M |
| | 84 | Additional blanket on demand | 2 | | | M | M | M |
| | 85 | Possibility to darken the room (e.g. curtain) | 1 | M | M | M | M | |
| | 86 | Possibility to black out the room completely (e.g. shutter or blackout) | 5 | | | | | M |
| Room equipment | 87 | Adequate wardrobe or clothes niche | 1 | M | M | M | M | M |

22 A simple molleton-sheet is not accepted. But a (chemo thermal) washable, breathable, free from mites and their excrements bedcover made of cotton or synthetic materials that is opened at the bottom side will fulfil this criterion.

23 This criterion is fulfilled, if there is no residual moistness and the mites are killed and their growth is eliminated.

24 The guest can choose among different types of pillows.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|------------------------------------------------------------------------------------------------------------|--------|---|----|-----|------|-------|
| | 88 | Linen shelves | 1 | | M | M | M | M |
| | 89 | Adequate number of hangers ²⁵ | 1 | M | M | M | M | M |
| | 90 | Wardrobe or clothing hooks | 1 | M | M | M | M | M |
| | 91 | Possibility to hang up a suit bag (outside the wardrobe) | 1 | | | M | M | M |
| | 92 | 1 chair | 1 | M | M | | | |
| | 93 | 1 seating-accommodation per bed, at least a chair | 2 | | | M | M | M |
| | 94 | 1 comfortable seating-accommodation (upholstered chair/couch) with side table/tray | 4 | | | | M | M |
| | 95 | 1 additional comfortable seating-accommodation (upholstered chair or twin-couch) in double rooms or suites | 4 | | | | | M |
| | 96 | Table, desk or desk top | 1 | M | M | | | |
| | 97 | Table, desk or desk top with a free working space of min. 0,5 m ² and an appropriate lighting | 5 | | | M | M | M |
| | 98 | Power socket in the room | 1 | M | M | M | M | M |
| | 99 | Additional power socket next to the table, desk or desk top | 2 | | | M | M | M |
| | 100 | Appropriate room lighting | 1 | M | M | M | M | M |
| | 101 | Bedside table/tray | 2 | | | M | M | M |
| | 102 | Reading light next to the bed | 2 | | M | M | M | M |
| | 103 | Central power button for the room lighting | 3 | | | | | |

²⁵ Simple wired hangers do not fulfil this criterion.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|----------------------------------|-----|----------------------------------------------------------------------------------------------|--------|---|----|-----------------|-----------------|-------|
| | 104 | Bedside power button for the room lighting | 2 | | | | | |
| | 105 | Bedside power button for the complete room lighting | 3 | | | | | M |
| | 106 | Power socket next to the bed | 1 | | | M | M | M |
| | 107 | Dressing mirror | 2 | | | M | M | M |
| | 108 | Place to put the luggage/suitcase | 1 | | | M | M | M |
| | 109 | Waste paper basket | 2 | | | M | M | M |
| Deposit | 110 | Deposit possibility (e.g. at the reception) | 1 | M | M | | | |
| | 111 | Central safe (e.g. at the reception) | 3 | | | M ²⁶ | M ²⁶ | M |
| | 112 | Safe in the room | 6 | | | M ²⁷ | M | M |
| | 113 | Safe with integrated power socket in the room | 8 | | | | | |
| Noise control / air conditioning | 114 | Appropriate noise control of the windows | 8 | | | | | |
| | 115 | Sound-absorbing doors or double doors | 8 | | | | | |
| | 116 | Rooms with central adjustable air conditioning | 8 | | | | | |
| | 117 | Rooms with individual adjustable air conditioning | 15 | | | | | |
| | 118 | Air conditioning of the public guest area (restaurant, lobby, entrance hall, breakfast room) | 4 | | | | | |
| | 119 | Harmonious room atmosphere (light, smell, music, colour etc.) in the public area | 4 | | | | | |

²⁶ Or a safe in the room (see no. 112).

²⁷ Or a central safe (e.g. at the reception) (see no. 111).

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|---------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------|--------|---|----|-----------------|------|-------|
| Entertainment electronics | 120 | Radio ²⁸ | 1 | | | M | M | M |
| | 121 | CD-/ DVD-/ MP3-player or docking station | 2 | | | | | |
| | 122 | Loudspeaker in the bathroom | 5 | | | | | |
| | 123 | Colour-TV together with remote control | 2 | M | M | | | |
| | 124 | Colour-TV in an appropriate size to the room together with remote control and a configuration of the program survey | 4 | | | M | | |
| | 125 | Colour-TV in an appropriate size to the room together with remote control, a configuration of the program survey, and a TV agenda | 6 | | | | M | M |
| | 126 | Additional colour-TV in suites in an appropriate size to the room | 2 | | | | | |
| | 127 | Satellite-/DVB-T ²⁹ - or cable television in the room | 2 | | | | | |
| | 128 | Pay-TV or videogames with the possibility to lock the use by children | 5 | | | | | |
| Telecommunication | 129 | Facsimile at the reception | 1 | M | M | M | M | M |
| | 130 | Publicly available telephone for guests | 1 | M | M | M | M | M |
| | 131 | On demand (mobile) telephone in the room along with a multilingual instruction manual ³⁰ | 3 | | | M | | |
| | 132 | Telephone in the room along with a multilingual instruction manual | 8 | | | | M | M |
| | 133 | Internet access in the public area (e.g. broadband, WLAN) | 2 | | | M ³¹ | M | M |

28 The radio reception can also be organized via TV or a central telecommunication system of the hotel.

29 Terrestrial broadcast of digital television channels that can be received by an indoor aerial and a DVB-T set top box (decoder) ("all over television").

30 The guest must be informed about this offer during the *check-in*.

31 Or internet access in the room (see no. 134).

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|---------------|-----|-------------------------------------------------------------------------------------------------|--------|---|----|-----------------|------|-------|
| | 134 | Internet access in the room (e.g. broadband, WLAN) | 8 | | | M ³² | M | M |
| | 135 | Accessible internet terminal for the guest | 5 | | | | M | |
| | 136 | Internet-PC in the room on demand | 1 | | | | | M |
| | 137 | Internet-PC in the room | 3 | | | | | |
| Miscellaneous | 138 | Hotel information ³³ (The hotel information has to be added to the application.) | 1 | M | M | | | |
| | 139 | Service manual A-Z (The service manual A-Z has to be added to the application.) | 2 | | | M | | |
| | 140 | Multilingual service manual A-Z (The service manual A-Z has to be added to the application.) | 3 | | | | M | M |
| | 141 | Regional information material at the reception available | 1 | M | M | M | M | M |
| | 142 | Daily newspaper in the room | 3 | | | | | |
| | 143 | Guest magazine in the room | 1 | | | | | M |
| | 144 | Writing utensils and note pad | 1 | | | M | M | M |
| | 145 | Correspondence folder | 1 | | | | M | M |
| | 146 | Trouser press | 3 | | | | | |
| | 147 | Laundry bag | 1 | | | M | M | M |
| | 148 | Sewing kit on demand | 1 | | | M ³⁴ | | |
| | 149 | Sewing kit in the room | 2 | | | | M | M |

³² Or internet access in the public area (see no. 133).

³³ This hotel information includes at least the period of breakfast, the *check-out* time, and the opening hours of hotel facilities.

³⁴ Instead of a sewing kit on demand a sewing service (see no. 212) can be offered as well.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------------------------------------------|-----|--------------------------------------------------|--------|---|----|-----------------|-----------------|-----------------|
| | 150 | Shoehorn in the room | 1 | | | | | M |
| | 151 | Shoe polish utensils on demand | 1 | | | M ³⁵ | | |
| | 152 | Shoe polish utensils in the room | 2 | | | | M | M |
| | 153 | Shoe polish machine in the hotel | 3 | | | M ³⁶ | M ³⁷ | M ³⁷ |
| | 154 | Door viewer | 2 | | | | | |
| | 155 | Additional locking mechanism at the room door | 3 | | | | | |
| III. Service | | | | | | | | |
| Cleaning of rooms / change of laundry | 156 | Daily room cleaning | 1 | M | M | M | M | M |
| | 157 | Daily change of towels on demand | 1 | M | M | M | M | M |
| | 158 | Change of bed linen at least once a week | 1 | M | M | M | | |
| | 159 | Change of bed linen at least twice a week | 2 | | | | M | M |
| | 160 | Daily change of bed linen on demand | 4 | | | | M | M |
| Beverages | 161 | Beverage offer in the hotel | 1 | M | M | | | |
| | 162 | Beverage dispenser/beverage station in the hotel | 1 | | | | | |
| | 163 | Beverage offer in the room | 2 | | | M | M | M |

35 Instead of the shoe polish utensils on demand there can also be offered a shoe polish service (see no. 213). A shoe polish machine in the hotel (see no. 153) does also fulfil this criterion.

36 Instead of the shoe polish machine in the hotel there can also be offered a shoe polish service (see no. 213). A shoe polish utensils in the room (see no. 152) do also fulfil this criterion.

37 Instead of the shoe polish machine in the hotel there can also be offered a shoe polish service (see no. 213).

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-----------|-----|----------------------------------------------------------------------------------------------|--------|---|----|-----|-----------------|-------|
| | 164 | 16 hours beverages via <i>room service</i> | 2 | | | | | |
| | 165 | 24 hours beverages via <i>room service</i> | 4 | | | | M ³⁸ | M |
| | 166 | Minibar | 5 | | | | M ³⁹ | M |
| | 167 | Coffee machine or water boiler for tea together with accessories in the room | 4 | | | | | |
| Breakfast | 168 | Extended breakfast ⁴⁰ | 1 | M | | | | |
| | 169 | Breakfast buffet or equivalent breakfast menu card ⁴¹ | 2 | | M | M | | |
| | 170 | Breakfast buffet with service or equivalent breakfast menu card also via <i>room service</i> | 5 | | | | M | M |
| | 171 | Breakfast menu card via <i>room service</i> | 2 | | | | | M |
| Food | 172 | Lunch time for at least two hours | 2 | | | | | |
| | 173 | Dinner time for at least three hours | 2 | | | | | |
| | 174 | Three-course menu or “à la carte” or buffet | 1 | M | M | | | |
| | 175 | Three-course menu with choice or “à la carte” or buffet | 2 | | | M | M | M |
| | 176 | Food offer via <i>room service</i> until 10 pm | 5 | | | | M | |
| | 177 | Food offer via <i>room service</i> during 24 hours | 10 | | | | | M |

38 Or minibar (see no. 166).

39 Or 24 hours beverages via *room service* (see no. 165).

40 An extended breakfast includes at least one hot beverage (e.g. coffee or tea), a fruit juice, some fruits or fruit salad, and a choice of bread and rolls with butter, jam, cold cuts and cheese.

41 Self-service offer with at least the same choice of products as within the extended breakfast with an egg or an egg-plate and muesli.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-----------|----------------------------------------------------|---------------------------------------------------------------------------------|----------------------|------------|------------|------------|------------|------------|
| | 178 | Restaurant ⁴² opened at least 5 days per week | 5 per each, max. 10 | M (min. 1) | M (min. 1) | M (min. 1) | | |
| | 179 | “À la carte”-restaurant ⁴² opened at least 6 days per week | 8 per each, max. 16 | | | | M (min. 1) | |
| | 180 | “À la carte”-restaurant ⁴² opened at least 7 days per week | 10 per each, max. 20 | | | | | M (min. 1) |
| | 181 | Dietary-kitchen (dietary skilled cook, dietician or nutrition scientist) | 2 | | | | | |
| | 182 | Regional kitchen ⁴³ | 4 | | | | | |
| Reception | 183 | Reception service, accessible by telephone from inside and outside | 1 | M | M | | | |
| | 184 | Reception opened 14 hours, accessible by phone 24 hours from inside and outside | 3 | | | M | | |
| | 185 | Reception opened 18 hours, accessible by phone 24 hours from inside and outside | 4 | | | | M | |
| | 186 | Reception opened 24 hours, accessible by phone 24 hours from inside and outside | 6 | | | | | M |
| | 187 | Bilingual staff (German/English) | 2 | | | M | M | |
| | 188 | Multilingual staff (German, English and at least one more foreign language) | 4 | | | | | M |
| | 189 | Photocopier or the possibility to get photocopies | 2 | | | | M | M |
| | 190 | Doorman-service or valet parking | 4 | | | | | M |
| | 191 | Valet Parking (191 – 194 each with separate personal) | 15 | | | | | |
| 192 | Doorman (191 – 194 each with separate personal) | 15 | | | | | | |

⁴² Each of them with a different concept, choice of food, and location.

⁴³ The menu card features a significant part of regional/national specialities. The used products are by the majority from the region.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-----------------------------|-----|--------------------------------------------------------------------------------------------------|--------|---|-----------------|-----------------|-----------------|-----------------|
| | 193 | Concierge (191 – 194 each with separate personal) | 15 | | | | | M |
| | 194 | Page boy (191 – 194 each with separate personal) | 15 | | | | | M |
| | 195 | Luggage service on demand | 2 | | | M | M | |
| | 196 | Luggage service | 5 | | | | | M |
| | 197 | Secure left-luggage service for arriving or departing guests | 5 | | | | M | M |
| Laundry and ironing service | 198 | Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 24 h) | 1 | | | | | |
| | 199 | Chemical cleaning/dry-cleaning (delivery before 9.00am, return within 12 h) | 2 | | | | | |
| | 200 | Ironing service (return within 1 h) | 2 | | | | | M |
| | 201 | Laundry and ironing service (return as agreed) | 1 | | | M | | |
| | 202 | Laundry and ironing service (delivery before 9 am, return on the same day – weekend excluded) | 2 | | | | M | |
| | 203 | Laundry and ironing service (delivery before 9 am, return within 12 h) | 4 | | | | | M |
| Payment | 204 | Credit cards | 2 | | M ⁴⁴ | M ⁴⁴ | M | M |
| | 205 | Debit cards (e.g. electronic cash or debit advice procedure) | 2 | | M ⁴⁵ | M ⁴⁵ | M ⁴⁵ | M ⁴⁵ |
| Miscellaneous | 206 | Professional support for in-house IT | 2 | | | | M | M |
| | 207 | Wake-up call (for wake-up call device see no. 77) | 2 | | | | | |
| | 208 | Umbrella at the reception/in the room | 1 | | | | | |

⁴⁴ Or debit cards (see no. 205).

⁴⁵ Or credit cards (see no. 204).

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|--------------------------------------------------------------------------------------------------------------------------------|--------|---|----|-----------------|-----------------|-------|
| | 209 | Sale of tickets or ticket service at the reception (e.g. for theatre, cinema) | 1 | | | | | |
| | 210 | Up-to-date magazines | 1 | | | | | M |
| | 211 | Daily newspapers | 2 | | | | M | M |
| | 212 | Sewing service | 2 | | | | M | M |
| | 213 | Shoe polish service | 2 | | | M ⁴⁶ | M ⁴⁷ | M |
| | 214 | Shuttle or limousine service | 2 | | | | | M |
| | 215 | Offer of sanitary products (e.g. toothbrush, toothpaste, shaving kit) | 2 | | M | M | M | M |
| | 216 | Banquet options for at least 50 persons ⁴⁸ | 2 | | | | | |
| | 217 | Banquet options for at least 100 persons ⁴⁸ | 4 | | | | | |
| | 218 | Banquet options for at least 250 persons ⁴⁸ | 8 | | | | | |
| | 219 | Personalized greeting for each guest with fresh flowers or a present in the room (not only a welcome message on the TV-screen) | 6 | | | | | M |
| | 220 | Accompanying the guest to the room at the arrival | 2 | | | | | |
| | 221 | <i>Turndown service</i> in the evening as an additional room check ⁴⁹ | 10 | | | | | M |
| | 222 | Secretary service (separate office and available staff) | 3 | | | | | |
| | 223 | Conference service (separate department, separate staff; points only if at least one of the criteria 253 – 255 is fulfilled) | 5 | | | | | |

46 Instead of a shoe polish service there can be offered a shoe polish machine in the hotel (see no. 153). Shoe polish utensils in the room are also equivalent (see no. 152).

47 Instead of a shoe polish service there can be offered a shoe polish machine in the hotel (see no. 153).

48 The surface of the restaurant is not included.

49 Also called *Second service*. Change of the towels, removal of the coverlet, exhaustion of the waste paper basket etc.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------|-----|-----------|--------|---|----|-----|------|-------|
|------|-----|-----------|--------|---|----|-----|------|-------|

| IV. Leisure | | | | | | | | |
|---------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|--|--|--|--|--|
| House equipment and facilities | 224 | Reading and writing room (separate location) | 1 | | | | | |
| | 225 | Library (separate location) | 2 | | | | | |
| | 226 | Children's area (playroom/playground) | 4 | | | | | |
| | 227 | Fitness room ⁵⁰ with at least four different exercise machines (e.g. ergometer, dumb bell, machine for weight training, treadmill, rowing machine, stairmaster) | 4 | | | | | |
| Spa / beauty care ⁵¹ | 228 | Solarium | 2 | | | | | |
| | 229 | Massages ⁵² (e.g. full body massage, lymph drainage, Shiatsu, foot reflexology) | 2 per cabin, max. 6 | | | | | |
| | 230 | Separate relaxation room ⁵³ | 3 | | | | | |
| | 231 | Jacuzzi | 3 | | | | | |
| | 232 | Sauna (with a minimum size of 6 seats) | 5 per sauna type ⁵⁴ , max. 15 | | | | | |
| | 233 | Beauty farm ⁵⁵ if there are offered at least 4 different beauty treatments (e.g. facial, manicure, pedicure, peeling, stress relaxation massage) | 5 | | | | | |
| | 234 | Bath/wading pool section ⁵⁶ if there are offered at least 4 different treatments (e.g. bath, Kneipp, hydrotherapy, moor, hammam) | 5 | | | | | |

50 The fitness room has a minimum size of 20m².

51 The spa area has to be reachable without crossing the conference or the restaurant area.

52 The cabins have a minimum size of 10m².

53 The relaxation room has a minimum size of 20m².

54 Sauna types: "hot/dry" (e.g. Finnish sauna), "warm/easily rheumy" (e.g. Tepidarium), or "warm/heavily rheumy" (e.g. steam room).

55 The cabins have a minimum size of 10m².

56 The cabins have a minimum size of 10m².

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|--------------------------------|-----|---------------------------------------------------------------------------------------------------------------|--------|---|----|-------------------|-------------------|-------|
| | 235 | Swimming pool (outside) ⁵⁷ or swimming pond ⁵⁸ | 10 | | | | | |
| | 236 | Swimming pool (inside) ⁵⁹ | 15 | | | | | |
| Miscellaneous | 237 | Host / Animation programme | 3 | | | | | |
| | 238 | Babysitter on demand | 1 | | | | | |
| | 239 | In-house child care (for children younger than three years) for at least 3 hours on weekdays by skilled staff | 10 | | | | | |
| | 240 | In-house child care (for children older than three years) for at least 3 hours on weekdays by skilled staff | 10 | | | | | |
| | 241 | Rental of sports equipment (e.g. skis, boats, bicycles) | 2 | | | | | |
| | 242 | Hotel-own beach or lawn | 4 | | | | | |
| V. Arrangement of offer | | | | | | | | |
| | 243 | Systematic complaint management system ⁶⁰ | 3 | | | M | M | M |
| | 244 | Systematic guest questioning ⁶¹ | 5 | | | | M | M |
| | 245 | <i>Mystery guesting</i> ⁶² (A proof has to be added to the application.) | 15 | | | (M) ⁶³ | (M) ⁶³ | M |

57 The outside swimming pool is heated and has a minimum size of 60m².

58 A swimming pond is a man-made, standing water body for swimming or bathing where chemical water preparation is set aside.

59 The inside swimming pool is heated and has a minimum size of 40m².

60 A systematic complaint management system includes structured complaint acceptance, evaluation, and response.

61 An active and systematic gathering and evaluation of guest opinions about the quality of the hotel's services, analysis of weaknesses, and the realization of improvement.

62 To accept the *Mystery guesting* they have to fulfil the following aspects: at least once during a classification period, by accredited professional externals upon initiative and on the account of the hotel, analysed and documented. Hidden (internal) controls, if accredited, e.g. of the hotel chain or co-operation are accepted as equal. For the accreditation itself pre-requisites from the Austrian Professional Hotel Association have to be fulfilled.

63 *Mystery guesting* is a minimum criterion in the 3-stars-superior- and 4-stars-superior-sector.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-------------------------------------------|-----|------------------------------------------------------------------------------------------------------------|--------|---|----|-----|------|-------|
| | 246 | Quality management system according EHQ ⁶⁴ step 1 ("Q") | 4 | | | | | |
| | 247 | Quality management system according EHQ ⁶⁴ step 2 ("QQ") | 6 | | | | | |
| | 248 | Quality management system according EHQ ⁶⁴ step 3 ("QQQ") | 10 | | | | | |
| | 249 | Homepage with meaningful, realistic pictures of the hotel ⁶⁵ | 5 | | | M | M | M |
| | 250 | Online reservation via electronic reservations systems possible ⁶⁶ | 5 | | | | | |
| | 251 | Direction sketch / location plan on demand or in the internet | 1 | | M | M | M | M |
| | 252 | Invitation to departing/departed guests to write a review on a portal or on the homepage | 5 | | | | | |
| VI. In-house conference facilities | | | | | | | | |
| Rooms | 253 | Conference room(s) of at least 36 m ² to 100 m ² , ceiling height of at least 2,50 m | 5 | | | | | |
| | 254 | Conference room(s) larger than 100 m ² , ceiling height of at least 2,75 m | 8 | | | | | |
| | 255 | Conference room(s) larger than 250 m ² , ceiling height of at least 3,00 m | 10 | | | | | |
| | 256 | Conference office / typing pool ⁶⁷ | 1 | | | | | |
| | 257 | Group work rooms ⁶⁷ | 4 | | | | | |
| Telecommunication / media | 258 | Telephone ^{67, 68} | 1 | | | | | |

64 *European Hospitality Quality* (EHQ) is the European Hospitality Quality scheme launched by HOTREC, the Confederation of National associations of hotels, restaurants, cafés, and similar establishments in Europe (cf. www.hotrec.eu). It serves as a reference model at European level for national and regional quality schemes. E.g. the initiative "ServiceQualität Deutschland" (cf. www.servicequalitaet-deutschland.de) is accredited in its entirety.

65 At least exterior view, public area and room.

66 A simple e-mail is not accepted.

67 Acceptance only if at least one of the criteria 253 – 255 is fulfilled.

68 Minimum criterion for each conference room.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|------------------------|-----|---------------------------------------------------------------------------------------------------------------|--------|---|----|-----|------|-------|
| | 259 | Internet access (e.g. broadband, WLAN) ^{67, 68} | 2 | | | | | |
| | 260 | Data projector ^{67, 68} | 2 | | | | | |
| | 261 | Workshop material ^{67, 68} | 1 | | | | | |
| | 262 | 3 pin boards per conference room ^{67, 68} | 1 | | | | | |
| | 263 | 1 flip chart per conference room ^{67, 68} | 1 | | | | | |
| Equipment / technology | 264 | Projection screen (appropriate to the ceiling height and room size, at least 1,50 x 1,50 m) ^{67, 68} | 1 | | | | | |
| | 265 | Coat rack or locker <u>in</u> the conference room ^{67, 68} | 1 | | | | | |
| | 266 | Speaker's desk ⁶⁷ | 1 | | | | | |
| | 267 | At least 8 power sockets, extension cable, and power distribution ^{67, 68} | 1 | | | | | |
| | 268 | Daylight in the conference room and possibility to darken the room ^{67, 68} | 3 | | | | | |
| | 269 | Appropriate lighting with artificial light ⁶⁹ | 2 | | | | | |
| | 270 | Individual adjustable air conditioning of the conference rooms ⁶⁷ | 3 | | | | | |

| VII. Minimum points | | | | | | | | |
|---------------------|--|--|--|----|-----|-----|-----|-----|
| Hotel | | | | 90 | 170 | 250 | 380 | 570 |
| Hotel Garni | | | | 70 | 140 | 220 | 350 | - |

⁶⁹ Installed luminaries with at least 300 lux. From 100 m² the lighting must be dimmable or segmentally shiftable. Acceptance only if at least one of the criteria 253 – 255 is fulfilled.

| Area | No. | Criterion | Points | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|-------------------------------------|-----|-----------|--------|-----|-----|-----|------|-------|
| Supplement "Superior" ⁷⁰ | | | | 170 | 250 | 380 | 570 | 650 |

⁷⁰ "Superior" indicates excellent hotels that have points well beyond the points that are necessary in their category and whose overall impression overtops the expected in their category. The hotels offer a high degree of service. "Superior" is not accessible to "hotels garnis".

