



Defining The Guest Experience

PERFORMANCE
RATING
ASSessment
&
IN-DEPTH
SERVICE
EVALUATION®

SOLITAIRE DIAMOND RATING™
AND
HOTEL ASSESSMENT

ABOUT OUR PRAISE® SOLITAIRE DIAMOND RATING™

HOTEL CLASSIFICATION SYSTEM

The PRAISE® SOLITAIRE DIAMOND RATING™ Hotel Classification System consists of four quality awards:

SIX SOLITAIRE

FIVE SOLITAIRE

FOUR SOLITAIRE

THREE SOLITAIRE

with six being the highest and three the lowest.

Properties are assessed on their Facilities and Inclusions, Services and Amenities, Room and Room Satisfaction, Cleanliness and Maintenance, Food and Beverage, Safety and Security and Staff Customer Service.

SIX SOLITAIRE

The ultimate in quality and hospitality. A Six Solitaire property represents the epitome in luxury facilities and services. Properties must meet and maintain an impeccable standard of service while delivering an exceptional experience that exceeds guest expectations.

FIVE SOLITAIRE

Exceptional quality and hospitality are the hallmarks that define and distinguish a Five Solitaire property. Luxury facilities and services are standard features. Properties must meet and maintain a very high standard of service while delivering an experience that fulfils guest expectations.

FOUR SOLITAIRE

Well-appointed with up-scale facilities, services and enhanced amenities. Four Solitaire properties provide comfort and cleanliness and a good standard of service.

THREE SOLITAIRE

Three Solitaire properties provide comfort and cleanliness with basic facilities and a satisfactory standard of service.

PRAISE® SOLITAIRE DIAMOND RATING™

SIX SOLITAIRE

- RECEPTION - 24 HOUR.
- PORTERAGE - 24 HOUR.
- ROOMS - CHOICE OF ROOM TYPES INCLUDING SUITES.
- ROOM SERVICE - 24 HOUR.
- SECURE CAR PARKING - AVAILABLE ON OR OFF SITE INCLUDING VALET PARKING.
- RESTAURANT - ON SITE SERVING BREAKFAST, LUNCH AND DINNER 7 DAYS PER WEEK.
- RESTAURANT / CAFÈ - CHOICE OF 2 OR MORE ON SITE WITH BOTH SERVING LUNCH AND DINNER 7 DAYS PER WEEK.
- HOTEL BAR - ON SITE AND OPEN 12 HOURS OR MORE PER DAY 7 DAYS PER WEEK.
- BUSINESS CENTRE - ON SITE WITH FULL SECRETARIAL SERVICES AVAILABLE BETWEEN 9 AM AND 5 PM MONDAY TO FRIDAY.
- GYMNASIUM - ON SITE WITH 24 HOUR GUEST ACCESS.
- HEALTH CLUB / DAY SPA - ON SITE AND OPEN 8 HOURS OR MORE PER DAY 7 DAYS PER WEEK.
- SWIMMING POOL - ON SITE WITH GUEST ACCESS 15 HOURS OR MORE PER DAY 7 DAYS PER WEEK.
- SPA / JACUZZI AND SAUNA / STEAM ROOM - ON SITE WITH GUEST ACCESS 15 HOURS OR MORE PER DAY 7 DAYS PER WEEK.
- MEETING FACILITIES - ON SITE.
- CONFERENCE FACILITIES - ON SITE.
- CLUB / EXECUTIVE FLOOR.
- CLUB / EXECUTIVE LOUNGE WITH 24 HOUR GUEST ACCESS.
- HOUSEKEEPING BED TURN DOWN SERVICE AVAILABLE NIGHTLY (UNREQUESTED).

**HOTEL EVALUATIONS 2 NIGHT/3 DAY UNDERCOVER STAY PRAISE®
ASSESSMENT - MINIMUM REQUIREMENTS:**

- OVERALL PRAISE® ASSESSMENT RATING OF EXCELLENT.
- ROOM SIZE (INCLUDING BATHROOM) - MINIMUM OF 35 SQUARE METRES EXCLUDING STORAGE SPACE.
- ROOM QUALITY - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- BATHROOM QUALITY - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- HOUSEKEEPING AND ROOM SERVICING - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- CLEANLINESS - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- GENERAL MAINTENANCE - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- FACILITIES AND INCLUSIONS - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- FOOD AND BEVERAGE - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- SAFETY AND SECURITY - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.
- CUSTOMER SERVICE - RATING OF EXCELLENT WITH A MINIMUM SCORE OF 81%.



SOLITAIRE
DIAMOND RATING

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PRAISE® SOLITAIRE DIAMOND RATING™

FIVE SOLITAIRE

- RECEPTION - 24 HOUR.
- PORTERAGE - 24 HOUR.
- ROOMS - CHOICE OF ROOM TYPES INCLUDING SUITES.
- ROOM SERVICE - 24 HOUR.
- SECURE CAR PARKING - AVAILABLE ON OR OFF SITE INCLUDING VALET PARKING.
- RESTAURANT - ON SITE SERVING BREAKFAST, LUNCH AND DINNER 7 DAYS PER WEEK.
- HOTEL BAR - ON SITE.
- BUSINESS CENTRE - ON SITE.
- GYMNASIUM - ON SITE.
- HEALTH CLUB / DAY SPA - ON SITE.
- SWIMMING POOL - ON SITE.
- SPA / JACUZZI OR SAUNA / STEAM ROOM - ON SITE.
- MEETING FACILITIES - ON SITE.
- CONFERENCE FACILITIES - ON SITE.
- CLUB / EXECUTIVE ROOMS / SUITES.
- CLUB / EXECUTIVE LOUNGE.
- HOUSEKEEPING BED TURN DOWN SERVICE AVAILABLE.

**HOTEL EVALUATIONS 2 NIGHT / 3 DAY UNDERCOVER STAY PRAISE®
ASSESSMENT - MINIMUM REQUIREMENTS:**

- OVERALL PRAISE® ASSESSMENT RATING OF VERY GOOD.
- ROOM SIZE (INCLUDING BATHROOM) - MINIMUM OF 30 SQUARE METRES EXCLUDING STORAGE SPACE.
- ROOM QUALITY - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- BATHROOM QUALITY - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- HOUSEKEEPING AND ROOM SERVICING - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- CLEANLINESS - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- GENERAL MAINTENANCE - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- FACILITIES AND INCLUSIONS - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- FOOD AND BEVERAGE - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- SAFETY AND SECURITY - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.
- CUSTOMER SERVICE - RATING OF VERY GOOD WITH A MINIMUM SCORE OF 76%.



SOLITAIRE
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PRAISE® SOLITAIRE DIAMOND RATING™

FOUR SOLITAIRE

- RECEPTION - 24 HOUR.
- LUGGAGE ASSISTANCE - AVAILABLE ON ARRIVAL AND DEPARTURE.
- ROOM SERVICE - MINIMUM OF 16 HOURS INCLUDING BREAKFAST.
- CAR PARKING - AVAILABLE ON OR OFF SITE.
- RESTAURANT - ON SITE SERVING A MINIMUM OF BREAKFAST 7 DAYS PER WEEK AND DINNER 5 DAYS PER WEEK.
- HOTEL BAR - ON SITE.
- BUSINESS SERVICES - AVAILABLE ON SITE.
- GYMNASIUM - ON SITE.
- MEETING FACILITIES - ON SITE.

**HOTEL EVALUATIONS 2 NIGHT / 3 DAY UNDERCOVER STAY PRAISE®
ASSESSMENT - MINIMUM REQUIREMENTS:**

- OVERALL PRAISE® ASSESSMENT RATING OF SATISFACTORY.
- ROOM SIZE (INCLUDING BATHROOM) - MINIMUM OF 20 SQUARE METRES EXCLUDING STORAGE SPACE.
- ROOM QUALITY - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- BATHROOM QUALITY - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- HOUSEKEEPING AND ROOM SERVICING - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- CLEANLINESS - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- GENERAL MAINTENANCE - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- FACILITIES AND INCLUSIONS - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- FOOD AND BEVERAGE - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- SAFETY AND SECURITY - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.
- CUSTOMER SERVICE - RATING OF GOOD WITH A MINIMUM SCORE OF 66%.



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DIAMOND RATING

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PRAISE® SOLITAIRE DIAMOND RATING™

THREE SOLITAIRE

- RECEPTION - OPEN 16 HOURS OR MORE PER DAY.
- CAR PARKING - AVAILABLE ON OR OFF SITE.
- RESTAURANT - ON SITE SERVING BREAKFAST 7 DAYS PER WEEK.

**HOTEL EVALUATIONS 2 NIGHT / 3 DAY UNDERCOVER STAY PRAISE®
ASSESSMENT - MINIMUM REQUIREMENTS:**

- OVERALL PRAISE® ASSESSMENT RATING OF SATISFACTORY.
- ROOM SIZE (INCLUDING BATHROOM) - MINIMUM OF 15 SQUARE METRES EXCLUDING STORAGE SPACE.
- ROOM QUALITY - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- BATHROOM QUALITY - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- HOUSEKEEPING AND ROOM SERVICING - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- CLEANLINESS - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- GENERAL MAINTENANCE - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- FACILITIES AND INCLUSIONS - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- FOOD AND BEVERAGE - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- SAFETY AND SECURITY - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.
- CUSTOMER SERVICE - RATING OF SATISFACTORY WITH A MINIMUM SCORE OF 50%.



SOLITAIRE
DIAMOND RATING

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ABOUT OUR PRAISE® HOTEL ASSESSMENTS

PRAISE® Hotel Assessments are a unique quantitative method developed and created by Hotel Evaluations for the purpose of evaluating and assessing a hotel's facilities, services and customer service, from a paying guest's point of view. Evaluation teams stay at a hotel as paying guests for two nights and three days and independently evaluate the hotel's facilities, services and staff customer service by completing a PRAISE® Assessment of the hotel. PRAISE® Assessments are undertaken without the knowledge of the hotel's front of house staff (front line staff). Appraisers evaluate up to thirty areas of the hotel. These include, for example, Telephone Reservation, Check in, Check out, Staff Customer Service and Facilities such as the Hotel Room, Restaurant, Pool, Business Centre, Car Parking etc. The points awarded for all individual areas are then categorised using the following PRAISE® Assessment Scale:

- **EXCELLENT (LEVEL 5 BLUE).**
Total points scored is in the range of 81% to 100% of the points available.
- **VERY GOOD (LEVEL 4 WHITE).**
Total points scored is in the range of 76% to 80% of the points available.
- **GOOD (LEVEL 3 YELLOW).**
Total points scored is in the range of 66% to 75% of the points available.
- **SATISFACTORY (LEVEL 2 GREEN).**
Total points scored is in the range of 41% to 65% of the points available.
- **POOR (LEVEL 1 RED).**
Total points scored is in the range of 0% to 40% of the points available.

An overall score for the hotel is then determined using this scale, from the total aggregate of points awarded, in all categories, expressed as a percentage of the total points available.

Points awarded are also grouped into five PRAISE® Assessment Sub Groups: Customer Service, Facilities & Inclusions, Food & Beverage, Security & Safety and Room Satisfaction and expressed as a percentage of the total points available in each Sub Group.

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