

Guest House

Introduction

The following set of standards has been prepared for a **Guesthouse**. It represents one in a package of eight accommodation categories that also include:

- Hotels
- Self-Catering
- Bed and Breakfasts
- Lodge
- Camp grounds
- Youth hostels and Backpackers
- Rustic / country lodges

The standards were created in 2013, based on the **RETOSA Harmonized Accommodation Star Grading Standards** prepared by ecoplan:net in 2010.

These standards have been developed and prepared in a way that they are applicable and attainable to Guesthouses in Lesotho.

STATUTORY OBLIGATIONS

All applicable statutory obligations in relation to local and other authorities must be fulfilled:

These may include:

- ✚ Fire precautions
- ✚ Price display orders
- ✚ Food safety
- ✚ Hygiene
- ✚ Licensing
- ✚ Health and safety
- ✚ Trade descriptions
- ✚ Water supply
- ✚ Sewage disposal
- ✚ Drainage

All premises must have adequate **public liability insurance**. If requested, a copy of the current public liability insurance cover note must be forwarded to the certifying body upon initial application and upon each renewal. All **drains** in and around the kitchen should be covered and connected to the drainage system of the build-in, and must be well maintained and kept in good condition at all times.

Quality

Quality is defined as a moving target. What is good quality today may not necessarily be so a few years down. Quality is determined a lot of things in the establishment, and it ranges from space allocation, furniture and fittings, workmanship, etc. Regular maintenance and upgrades within an establishment play a significant role in Quality.

NB: Ergonomics is a vital component in building standards e.g. stair case, steps, ceiling height and movement space

Parking

Minimum dimensions of a parking space should be 2.4m x 6m:

- 2 star – 2.65m x 6m
- 3 star – 2.75m x 6m
- 4 star – 3.0m x 6m
- 5 star – same as 4 star

Ceiling Height

A room that qualifies as a habitable room should have a ceiling height of minimum of 2.44 m:

- 2 star – 2.68 m
- 3 star – 2.95 m
- 4 star – Same as 3 star
- 5 star – Same as 3 star

For public areas, the bigger and wider the place the higher the ceiling should be.

Bathrooms

A minimum bathroom size should be 3.57sq.m:

- 2 star – 4.46sq.m
- 3 star – 5.78sq.m
- 4 star – 7.2sq.m
- 5 star – 9.0sq.m

Guestrooms minimum requirements 11.15sq.m:

- 2 star – 14.88sq.m
- 3 star – 18.60sq.m
- 4 star – 23.25sq.m
- 5 star – 29.50sq.m

The table below details the average scores designated or obtainable under each star grade by an establishment.

Table 1 (Grading awards star averages)

Star	Average Score
*	42 - 47
**	48 - 59
***	60 - 70
*** Premium	71 - 77
****	78 - 93
*****	94 - 100

Table 2 Definition of stars

Acceptable	Good	Very Good	Excellent	Superior/Exceptional
*	**	***	****	*****

LESOTHO GUEST HOUSE GRADING STANDARDS

A Guesthouse can be an existing home, a renovated home or a building that has been specifically designed to provide overnight accommodation on a commercial basis. The owner/manager may live on or off the property but it should have public areas for the exclusive use of guests. A Guesthouse should have at least four guestrooms

BUILDING STRUCTURE	GUEST BEDROOMS	GUEST BATHROOMS AND SANITARY FACILITIES	DINING AREA	LOUNGES AND BAR SERVICE	KITCHEN	PERSONNEL	GENERAL
The building shall be structurally safe and in good state of physical and decorative repair internally and externally	Each bedroom shall have separate access with the following; a) A floor area for single bedrooms of not less than 7.59sq.m (Excluding the bathroom) with a minimum ceiling height of 2.44m b) A floor area for double bedrooms of not less than 11.5sq.m (excluding bathroom) with a minimum ceiling height of 2.44m c) Ventilation directly to the external air by minimum of one window	There shall be at least two bathrooms or showers for every two guest bedrooms or the rooms shall be self-contained.	A dining shall have seating accommodation for at least 8 people and a wall to wall surface of resistant material e.g. carpet, wood, laminate, tiles etc	A lounge and bar area shall have adequate seating accommodation	The kitchen and service area shall be free of insects, flies and rodents	a) The staff shall have health certificates renewable after every six months b) The guest house shall be under regular supervision of a person with basic catering or hotel experience or knowledge.	In addition to the guest entrance there shall be a service entrance, suitably located for the reception of goods necessary for the operation of the guesthouse
The house shall have bedrooms,	The bedroom shall be separate from the	A bathroom shall have a shower	A dining room shall contain furniture	A lounge shall have furniture of	The kitchen shall have equipment and		There shall be a suitably

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<p>a kitchen and dining facilities for preparation and service of breakfast/meals, a bathroom and toilet</p>	<p>public areas and separate from each other by a properly constructed and resistant walls, floors and ceilings</p>	<p>and/or bath, toilet and hand wash basin</p>	<p>and equipment of good quality and in good condition. The furniture and equipment shall include: a) Dining table or suitable counters b) Table appointments in good quality and in good condition e.g. - Condiments - Napkins - Table Clothes - Cutlery c) Glassware and Crockery should be of good quality d) Menu card /options for each guest e) The floor surface shall be of resistant material e.g. carpet, wood, laminate, tiles etc f) The staff shall be attired in acceptable dress code which shall be clean and freshly laundered and in good repair.</p>	<p>good quality and in good condition. The furniture shall include; a) A sink (preferably stainless steel) with stainless steel splash board and hot and cold running water for washing glasses in or near the bar b) Counter freezers and service counter c) Upholstered chairs, armchairs, sofas or settees d) Occasional or cocktail tables e) Bar stools and counters f) Wall to wall surface of a resistant material e.g. carpet, wood, laminate, tiles etc g) Appropriate bar-shelving</p>	<p>fittings of good quality and in good condition. The equipment and fittings shall include: a) Sink units complete with properly maintained plumbing and drainage and an adequate supply of hot and cold water. b) Working table made of water resistant material c) Refrigerators and storage compartment for perishables. d) Cooking facilities using either electricity, gas or any other form of fuel e) Ventilation and equipment for removal of hot air and odours f) Cooking equipment for boiling, roasting, baking, grilling, steaming etc. g) Hand wash basin either in or adjacent to the kitchen door with adequate supply of hot and cold</p>		<p>located entrance for the reception of guests and control thereof for arriving and departing guests</p>
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LESOTHO GUEST HOUSE GRADING STANDARDS

					<p>running water, soap and hand dryer/towel</p> <p>h)Sufficient artificial lighting and natural light</p> <p>i)The floor shall be of resistant and non-slippery material which can be easily cleaned</p> <p>j)The kitchen shall be located adjacent to and directly accessible from the dining or restaurant area</p> <p>k)A pantry of food-storage shall be made in the kitchen</p> <p>l)Service access to the dining area shall not be through public areas or main passageway</p>		
	There shall be a single locking device from within and outside on the entrance door	There shall be hot and cold running water at all times	Cooked breakfast shall be provided for every guest		Garbage disposal bins to be provided		A reception or an office shall be provided

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	<p>a)A bedroom shall contain furniture & fittings and equipment of good quality and condition. These shall include: b)A bed with interior spring filled mattress, headboard and side tables. c)Supply of clean linen sheets, pillows and their cases, blankets and a duvet set or bedspread. d)A double size wardrobe (for double room) armed with at least six wooden or plastic hanger per person and at least two shelves or drawers; e)A desk with a chair f) A full size mirror g)A comfortable chair h)Non- flammable waste paper bin i) Wall to wall surface of a resistant material e.g. carpet, wood, laminate, tiles etc</p>	<p>The floor shall be water resistant material and non-slippery</p>					
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LESOTHO GUEST HOUSE GRADING STANDARDS

	<p>j) A light over or beside the bed with a switch capable of being operated from the bed</p> <p>k) Properly hang fire resistant curtains or properly fitted blind at all windows</p> <p>l) Sufficient artificial lighting with at least 40 watts, non- flammable light shade for all bulbs and 75 watts for principal light</p> <p>m) A drinking glass per person</p>						
	<p>m) The bed shall be made daily and bed linen shall be changed at least every third day and daily for each new guest</p>	<p>There shall be at least one window opening to the outside</p>					<p>A telephone shall be provided for use by accommodated guests on request and can be charged to the guest.</p>
	<p>The towels shall be changed daily and soap replenished as required for each new guest</p>	<p>The bathroom shall contain: a) Accessories such as mirror, towel rail, clothes hook, bath mat, soap trays for hand</p>					<p>Gardens, open areas and car park shall be maintained in good order at all times</p>

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		<p>wash and bath shower, toilet brush, grab handle and lined bin with lid</p> <p>b) Sufficient supply of soap, towel (2 for every guest) and toilet paper</p>					
	Each bedroom shall be numbered, lettered or otherwise designated.	A separate additional separate toilet shall be provided, if rooms are not self- contained.					Adequate approved firefighting appliances shall be provided
	A guest shall be provided with keys to his room	<p>A bathroom or sanitary facility shall have:</p> <p>a) Sufficient artificial lighting</p> <p>b) A door which is capable of being locked, bolted or otherwise secured</p>					Fire and emergency notices shall be conspicuously displayed on the premises
	Glass doors shall be clearly marked for safety purposes						The premises shall be fully secure and fenced
							A First-Aid-Kit shall be made available on the premises
							The premises shall have

							approved electrical or solar installations providing general lighting. In the case where lighting is not supplied other forms of lighting may be used
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PUBLIC CONVENIENCES

1. Public conveniences for resident and casual guests shall be provided and shall have separate entrances for men and women and be easily accessible from public areas of the lodge.
2. The public conveniences shall contain toilets in separate compartments and hand wash basins with adequate supply of hot and cold running water
3. Waste and sanitary disposal bins with lids shall be provided
4. Windows which open directly into the external air shall be made
5. Public conveniences shall be equipped with accessories such as mirrors, clothes hooks, ashtrays etc.
6. Adequate supply of toilet requisites (e.g. towels, soap, toilet paper, disinfectants etc.) machine roller towel dispensers or hand air drying machines shall be provided
7. Entrance to the public conveniences facilities shall allow for emergency access.
8. Provision of clearly designated smoking areas in the yard of the lodge must be made; N.B: (Not inside the building)

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
EXTERIOR	Design and Architectural Features	Exterior décor of buildings must be maintained in a sound, clean condition and must be fit for the purpose intended.	Same as for One Star but well-maintained property and outbuildings.	Same as for Two Star but all signage, both internal and external, must be clear, accurate, and maintained in good condition.	Same as for Three Star but with attractive architectural features and decorations. Well-maintained external material and paintwork.	Same as Four Star but with no unsightly staining on external material. Highly attractive architectural features and decorations. Signage attractive and well illuminated.
	Grounds and Gardens	A good first impression, e.g. refuse bins, water tank, and storage areas discreetly positioned and tidily kept. Safe, well-maintained pathways.	Same as for One Star but evidence of effort made to make gardens more attractive. Basic but functional garden furniture provided in all garden areas.	Same as for Two Star but with more attractive overall appearance and well-maintained surface. Good quality garden furniture.	High standards of maintenance in the garden. Lawns in good condition. Tidy flowerbeds, pathways and hedges with all trees and shrubs well-tended during whole year. Evidence of attention to detail. Well-finished and excellent quality garden furniture.	Supreme standard of maintenance, with overall attempt to maintain attractive appearance. Good attention to detail, including landscaping and architectural features, e.g. gazebo, pergola, etc. Well-finished and outstanding quality garden furniture.
	Entrance and Parking	The main entrance should be clearly identified. There should be at least one parking spot for every two guestrooms.	Same as for One Star but should maintain a ratio of at least three parking spots clearly marked for every four guest rooms.	Same as for Two Star but there should be at least one parking spot for every guestroom.	Same as for Three Star but with good quality paving and covered with a shade net	Same as for Four Star but with high quality roof covering
	Water	All water provided for guest use should be suitable for drinking. There should be emergency storage tank to last at least one day in case of supply breakdown.	Same as for One Star but there should be enough emergency water storage capacity to last at least two days in case of supply breakdown	Same as for One Star but there should be enough emergency storage capacity to last at least three days in case of supply breakdown.	Same as for One Star but there should be enough emergency storage capacity to last at least four days in case of supply breakdown.	Same as for Four Star
PUBLIC AREAS	Corridors, Staircases, and Hallways	Should allow easy passage, be well maintained and well lit.	Same as for One Star and where applicable side railings should be provided, with a gentle slope for staircases.	Same as for Two Star but with signage, spacious corridors and good ambience	Same as for Three Star but with good quality finishing	Same as for Four Star but with high quality finishing If there is a bar in the Guest House, it can be considered a Public Area
	Lobby/Lounge: Floors, Walls, Ceilings, and Decoration	Adequately sized communal area shall be provided. High standards of cleanliness and hygiene.	Same as for One Star but should be of good, safe and secure material and well maintained to enable	Same as for Two Star but showing some degree of creativity and well-coordinated décor	Same as for Three Star but showing a higher degree of creativity.	Same as for Four Star but with distinctive creativity and impressive ambience. All standards for the Lobby/Lounge should also take into

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		high standards of cleanliness and hygiene				consideration physical features of the reception area.
Lobby/Lounge: Lighting, Ventilation, and Temperature Regulation	Sufficient natural/artificial/mechanical ventilation should be provided.	Same as for One Star but Light fittings, doors, and windows should be of better quality.	Same as for Two Star but with Sufficient mechanical ventilation with good quality cooling/heating systems. (air-conditioners) Lighting and fittings should be tasteful to provide a pleasant ambiance.	Same as for Three Star but the fittings' design should match the overall style/theme of the establishment and be of higher quality. Doors and windows should be of very good quality.	Same as for Four Star but with higher quality fittings and of better design.	
Lobby/Lounge: Furniture and Furnishings	Lounge space shall contain furniture, fittings, and equipment of good quality and condition. These should be capable of easy and flexible arrangements to cater for individuals and various groups.	Same as for One Star but of better range and quality.	Same as for Two Star but should be well coordinated and of, higher quality and comfort.	Same as for Three Star but should be of wider range, more comfortable, of very high quality, and in excellent condition.	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance.	
Reception	A reception shall be provided and located at the lobby area. The entrance for reception shall be suitably located and reception desk should be adequately sized	Same as for One Star but area well decorated	Same as for Two Star but decoration and lighting should be tasteful	Same as for Three Star but with good ambiance	Same as for Four Star	
Public Toilets	Should be adequate in relation to capacity of the guesthouse, properly ventilated, and lockable. The bathrooms should be clean, functional and well maintained, with at least the following provided: A hand wash basin with running water, soap, toilet paper, and a lined waste bin with lid. Should contain clear signage on the exterior.	Same as for One Star but allowing ease of movement	Same as for Two Star but with good quality fittings e.g. automatic hand dryer	Same as for Three Star but with attention to detail	Same as for Four Star but with very high quality, well-coordinated decoration.	
Safety and Security	There should be adequate security arrangements e.g. guard. Emergency information, procedures, and after hours contacts for assistance clearly displayed in Sesotho and English. It is essential that	Same as for One Star but with more secure fencing e.g solid wall, palisade.	Same as for Two Star but with higher solid walls and motorized gate	Same as for Three Star but with video surveillance (CCTV) camera in place	Same as for Four Star	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	emergency evacuation procedures are developed. A functional first aid kit should be available.					
Fire Protection	Adequate and appropriate firefighting equipment should be provided and maintained in excellent condition at all times. Adequate fire exits/ escapes should be clearly and prominently indicated. All staff should be familiar with available firefighting equipment and their use. Statuary fire safety notices should be prominently displayed. Fire extinguisher or fire blanket should be accessible and regularly serviced	Same as for One Star	Same as for One Star but should have fire detectors at high risk areas and a fire hose reel	Same as for Three Star but with higher level firefighting equipment	Same as for Four Star	
Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply. It should provide basic lighting in essential areas e.g. guest room	Same as for One Star but should provide lighting in public areas	Same as for Two Star but emergency power source should provide lighting to all areas of the guesthouse	Same as for Three Star but should also power cold rooms, geysers, stoves, water pumps, and air conditioners	Same as for Four Star	
Reservations and Pre-arrival Information	Basic guest details such as names, telephone number, dates of stay, and number of single/double rooms recorded accurately when reservations are taken (either by phone or email). Information on major refurbishment work in progress should be provided to guest.	Same as for One Star but with a more competent manner (higher service quality) when taking reservations..	Same as for Two Star but must display a more professional approach for dealing with guest enquiries, reservations, and correspondence. Communication with guests should be informative, interactive and friendly.	Same as for Three Star	Same as for Three Star but with the highest degree of professionalism and outmost courtesy. Online booking should be available.	
Guest Arrival and Welcome	All guests dealt with promptly and in a courteous and helpful manner. Relevant information regarding services and facilities communicated.	Same as for One Star	Same as for One Star but with a positive and friendly attitude from staff or proprietor. Efficient service and willingness to help guest with any needs they may have.	Same as for Three Star but with more attentive, personalized service. Proactive approach to guests with effort made at social interaction and conversation. Guests made to feel at home with a warm welcome. Guest shown to room with luggage assistance.	Same as for Four Star but guests personally greeted on arrival. Awareness and anticipation of individual guest's needs with nothing being too much trouble. Offer of complimentary refreshments upon arrival.	

RECEPTION

LESOTHO GUEST HOUSE GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Staff	The general direction of operations should be under the supervision of a competent manager, who should be available for emergencies 24 hours per day. All staff should be medically fit and examined regularly. Staff should receive orientation training, be appropriately skilled in their area of work, and be able to speak English language. They should have clean and neat appearance, with no excessive jewelry, and wear uniforms as appropriate.	Same as for One Star but staff should be able to speak English language well.	Same as for Two Star but staff shall obtain valid health certificate renewable every six months and uniforms should be of good quality	Same as for Three Star but staff should be able to speak good-excellent English language. Their uniforms should be of highest quality	Same as for Four Star	
Courtesy of Choice	Basic options of room type should be available e.g standard room, en suite, smoking room	Same as for One Star	Variety of options should be available	Same as for Three Star	Same as for Three Star	
Communication Facilities	Basic means of communication should be available e.g. telephone set	Internet access at least in lobby/lounge area (if available in region)	Internet access at least in lobby/lounge area (if available in region) including wifi.	Same as for Three Star but Internet access available in guestrooms	Same as for Four Star.	
Wake-up Call	Should be available upon request	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
Information Service	Relevant information on guest services provided. This should be provided within the information pack in the guestrooms.	Same as for One Star but also covering information on services and destination activities	Same as for Two Star	Same as for Two Star	Same as for Two Star	
Safe Deposit	Safe deposit box available in the reception/office.	Same as One Star	Same as One Star	Same as for One Star	Safe deposit box available in all guestrooms.	
Guest Departure	Adequate service on departure. Receipt provided upon request. No undue delays for the guest on departure. Proprietors or staff to assist if bill is unclear or inaccurate.	Same as for One Star	Staff should provide prompt attention when requested.	Same as for Three Star but with Exchange of pleasantries upon departure	Same as for Four Star	
Methods of Payment	Cash payment and mobile payments (MPESA or ECOCASH) accepted	Same as for One Star but at least one credit and/or debit card accepted. EFT may also be used	Same as for Two Star but with at least two credit and/or debit cards accepted.	Same as for Three Star	Same as for Three Star	
Customer Feedback	There should be a guest comment notebook, and	Same as for One Star but a comment box or	Same as for Two Star but feedback should be	Same as for Three Star	Same as for Three Star	It is acceptable to

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	request must be obtained from customer to get their reviews and feedback accordingly.	questionnaires must be added, where corrective actions/measures should be taken.	analyzed and action delivered in person or through follow-up email.			have questionnaire in the room directory but its placement there should be indicated to guest.
Online presence	There should be at least a Social media page (facebook, twitter etc) and/or simple website containing basic and up-to-date information on Bed and Breakfast facilities, services, location, and prices.	Same as for One Star with more information and pictures	Same as for Two Star but with attractive design	Same as a Three Star but with highly interactive website	Same as for Four Star but with highly attractive design as well as greater interactivity and range of information.	
Luggage/ Lost And Found Services	There should be a provision for the storage of luggage (conciierge). All lost and found property should be appropriately handled using a defined system.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
Safety/ Privacy/ Disturbances	Guest bedrooms should have a locking device from within and on the outside of the room. Rooms should be free of disturbances including loud noises, foul odors, and insects.	Same as for One Star but with double locking system e.g. key and latch	Same as for Two Star but with a peep hole	Same as for Three Star but using card system	Same as for Four Star	
Door Designation	Doors should be numbered, lettered or otherwise designated with clear signage.	Same as for One Star but signage must be of durable material	Same as for Two Star	Same as for Two Star but with a luxury touch in material, workmanship and finish with illumination.	Same as for Four Star	
Housekeeping	All bedrooms should be cleaned daily. All bed linen including duvet covers should be changed for each new guest and at least every 3 days (when same guest), unless there are clear marks of stains, or except where there is a clearly advertised environmental policy that invites guests to agree to less frequent changes of linen. All beds should be made daily.	Same as for One Star but with clear supervisor checks	Same as for Two Star but walls, floors and linen should be in spotless condition	Same as for Three Star	Same as for Three Star	

GUEST BEDROOMS

LESOTHO GUEST HOUSE GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Decoration	Functional decoration	Well-finished, good quality wall coverings and well applied paint work.	Same as for Two Star but with coordinated interior decoration. Use of pictures best suited to the style, design and overall theme of the establishment	Same as for Three Star but with very good standard of decoration including use of high quality pictures, prints, or artwork where applicable. Some effort made to hide surface-mounted pipes and wires.	Same as for Four Star with excellent interior design, high attention to detail and thoughtful coordination of patterns, colours and textures. High quality wall coverings with professional finish to all aspects of decoration.	Consideration may be given to historic properties and listed buildings.
Bedding	Bedding should be in sufficient quantity and appropriately sized. As a guide, each bed should have: a) 2 sheets, 2 blankets and a bedspread or b) A duvet with duvet cover and two sheets. Mattress protectors should be utilized. There should be two pillows in individual pillowcases per person. Spare blankets and pillows should be available on request.	Same as for One Star but bedding should be of good quality and reasonably well coordinated.	Same as for Two Star but base covers should also be used.	Same as for Three Star but with very high quality and very well coordinated bedding. Possibly a choice of pillows, e.g. hollow fibre or feather. If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.	Same as for Four Star with bedding also well-coordinated with other room furnishings and décor.	
Beds	All beds should be of good quality, with a secure headboard or equivalent. All mattresses should be comfortable.	Same as for One Star but beds should be of very good quality, with firm mattresses and sound base.	Same as for Two Star	Same as for Two Star but with highly attractive bed set with very high quality, firm mattress and sound base.	Same as for Four Star	
Ventilation & Temperature Regulation	Every bedroom must have at least one opening window or sliding/folding door. They should be well-fitted, easy to open and close, and must be able to remain open unassisted. Fans/heaters for guests' comfort available on request in hot /cold weather.	Same as for One Star with adequate heating and cooling provided through fixed or free-standing units (overhead fans are acceptable for cooling).	Same as for Two Star but with properly fitted automatic heating/cooling unit that can be controlled by guests	Same as for Three Star	Same as for Three Star	
Lighting	Bedrooms should be well lit and there should be adequate natural light. Window curtains or blinds used to ensure privacy and exclusion of light. Where no power is available, provision should be made for other safe means of lighting.	Same as for One Star but all bulbs, unless decorative, should have a shade or cover.	Same as for Two Star but with an improved quality of curtains with block out and good quality and properly fitted blinds	Same as for Three Star but with well-positioned lights giving good levels of illumination, which is easily controllable at night. Style, size, and shape of the bedroom should be taken into consideration	Same as for Four Star but with controllable lighting, giving variable levels of light as appropriate.	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				when planning the lighting levels for the room.		
Furniture and Fittings	Each bedroom should have: 1) A bedside table or equivalent, cabinet or shelf for each bed although twin beds may share one (bunk beds are exempted) 2) A desk 3) Chair or a stool 4) A wardrobe or clothes hanging space with at least six hangers (wire hangers are not acceptable) 5) Sufficient, conveniently situated, power sockets 6) A full size mirror	Same as for One Star with a greater provision of furniture and fittings that are sound and fit for the purpose.	Same as for Two Star but with good quality furniture, in a sound condition showing some coordination in terms of style, design and colours. The size and amount of furnishing should be in proportion to the space available.	Same as for Three Star but with higher quality furniture and fittings.	Same as for Four Star but with a more extensive range of furniture offering a greater degree of comfort and higher quality. Excellent coordination of soft furnishings of high quality with additional features such as scatter cushions.	
Bedroom Accessories	1) A non-flammable waste paper container 2) One drinking glass per guest 3) 'Do Not Disturb' & 'Please Make up Room' doorknob cards	Same as for One Star	Same as for One Star but with plug adaptor available on request	Same as for Three Star but with writing paper, tissues, and complimentary water bottles	Same as for Four Star	
Beverage Making Facilities	Tea and coffee available in a common area if not provided in bedroom.	Same as for One Star but with tea and coffee making facilities provided in all bedrooms. Matching crockery and cutlery provided.	Same as for Two Star but with better quality crockery and cutlery provided.	Same as for Three Star but with wider variety and better presentation.	Same as for Four Star	Only applicable in areas with proper electrical power infrastructure.
Laundry Services	Laundry service available upon request (weather permitting). Prices must be communicated before order is taken. Laundry bags/baskets provided either in the room or at reception. Iron and ironing board available on request.	Same as for One Star	Same as for Two Star but available at all times.	Same as for Three Star	Same as for Four Star but with dry cleaning services also available upon request.	
Information in Bedrooms	Literature should be provided covering guesthouse services, hours for meals and check-in & out, internal telephone directory, emergency/fire procedures as well as destination activities.	Same as for One Star but with more detail on guesthouse services	Same as for Two Star but presented in an attractive directory	Same as for Three Star	Same as for Three Star	

LESOTHO GUEST HOUSE GRADING STANDARDS

**GUEST
BATHROOM**

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
General Requirements	<p>Bathrooms can be ensuite, private, or shared. Ensuite bathrooms should include a toilet, hand basin and a bathtub or a shower.</p> <p>Establishments with private or shared facilities must offer at least one lockable bath or shower room with wash basin for every four guests and at least one lockable toilet for every four guests.</p> <p>All bathrooms must:</p> <ol style="list-style-type: none"> 1) Be in hygienic conditions at all times 2) Have sufficient space to allow for easy movement 3) Have an effective system of direct or mechanical ventilation 4) Have hot water for bathing from (6am-10am) and (6pm-10pm) 	Same as for One Star	Same as for One Star but all bedrooms must have an ensuite bathroom, and hot water must be available throughout the day	Same as for Three Star	Same as for Four Star but with elegant fittings	Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom.
Housekeeping	Bathroom should be cleaned daily. All towels should be changed daily (unless guests opts out of this service)	Same as for One Star but with clear supervisor checks	Same as for Two Star but spotless condition	Same as for Three Star	Same as for Three Star	
Fixtures and Fittings	<p>All bathrooms must have:</p> <ol style="list-style-type: none"> 1) Covered light providing good illumination 2) A hook and a towel rail or equivalent 3) Splash screens or shower curtains free of stains, tears, holes and mold 4) An adequately sized mirror 5) Shelf space close to the washbasin 6) Opaque, adequately sized curtains, blinds, or shutters to ensure privacy (if there are windows) 	Same as for One Star but well maintained and neat fixtures and fittings	Same as for Two Star but with solid, well-fitted, and coordinated appliances (sink, shower/bath, toilet) of good quality.	Same as for Three Star but shower must have a well-fitted screen rather than shower curtains. Excellent maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discoloration). High quality taps and showers with strong water pressure and that are easy to control.	Same as for Four Star but with exclusive fittings	
Flooring	Good water resistant, non-slip materials should be used.	Same as for One Star but Well-fitted, good quality flooring in sound condition and comfortable under foot	Same as for Two Star but with good workmanship and finish	Same as for Three Star but containing professionally fitted, high quality tiles with grouting	Same as for Four Star but with exclusive materials	

LESOTHO GUEST HOUSE GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				and sealant in excellent order.		
	<p>All bathrooms must have:</p> <ol style="list-style-type: none"> 1) Bath and hand towel for each guest 2) A clean hand towel or hand drying facility 3) Fresh soap for each new guest (a liquid soap dispenser is acceptable) 4) Adequate amount of toilet paper 5) Toilet brush with holder 6) Lined waste bin with lid 7) Water glass for each guest 	Same as for One Star but towels slightly thicker and matching	Same as for Two Star but with good quality toilet paper and a range of quality toiletries including wrapped soap, shampoo etc. Large refillable bottles are acceptable but should be kept topped up.	Same as for Three Star but with high quality, soft, and fresh towels. Toiletries of a good quality with better packaging and presentation – perhaps all part of the same range.	Same as for Four Star but greater range of quality towels, e.g. bath sheets and bathrobes. Luxury toilet paper and a good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls/pads, cotton buds, etc.	
GUEST MEALS	<p>Breakfast</p> <p>Breakfast served for a period of time rather than at one specific time. It must be properly cooked and carefully prepared and presented. A minimum of two hot cooked items must be offered, and a choice of hot drinks. It is acceptable to offer a buffet-style cooked breakfast.</p>	Same as for One Star but should include seasonal fruits	Same as for Two Star but with a minimum of three cooked items and wider selection of offerings.	Same as for Three Star but with more upmarket products and greater creativity.	Same as for Four Star but with greater effort in terms of presentation.	
	<p>Dinner /lunch on request</p> <p>All food must be properly cooked and carefully prepared and presented. May be buffet or A-la-carte. Food and beverages served at the right temperature. The guesthouse may reserve the right to only serve lunch upon request</p>	Same as for one star but with wider variety of dishes offered. Should use good quality fresh ingredients. There must be at least one vegetarian option available. A-la-carte option must be available.	Same as for Two Star but with obvious use of fresh, local ingredients cooked with a high level of care and attention to detail. Regional specialties and/or home-made items encouraged.	Same as for Three Star but excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked skillfully. Strong emphasis on consistent food quality. Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetizing.	Same as for Four Star but excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked skillfully. Strong emphasis on consistent food quality. Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetizing.	Four and Five Star must provide dinner (at least upon request)
	<p>Meal Service Quality</p> <p>Guests greeted upon arrival. Wait staff must exhibit professionalism and proper knowledge of their work (social and service skills). Tables laid appropriately for the meal</p>	Same as for One Star but wait staff more polite and courteous, exhibiting helpful attitude and competent service. Staff has reasonable food and drink knowledge. Menu	Same as Two Star but with wait staff demonstrating better product knowledge and service skills. Prompt response to requests for additional services. There should be a supervisor on-	Same as for Three Star	Same as for Three Star but with wait staff demonstrating excellent service skills and highest levels of food and beverage knowledge. Attentive yet unobtrusive	

LESOTHO GUEST HOUSE GRADING STANDARDS

RESTAURANT

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	being served. Correct service and removal of dishes.	delivered promptly (when applicable). Sufficient number of staff to provide efficient service..	duty to ensure more efficient service.		service, including satisfaction checks.	
Space, Comfort and Ease of use	The dining area shall have a sitting arrangement that accommodates a minimum of 8 people and should have adequate space for movement. It should have at least one opening window to provide ventilation.	Same as for One Star but with more usable space around tables and other furniture. More windows to allow for cross ventilation With better layout as well as appropriate table and chair heights.	Same as for Two Star but with mechanical system for ventilation	Same as for Three Star but with Well-planned layout of furniture to maximize use of free space and with a climatic controlled air circulation (air conditioning)	Same as for Four Star but a spacious, well-planned room with furniture in suitable, convenient places. Table and seating arrangements show that the comfort of guests has been fully taken into consideration.	
Decoration	Functional decoration. Few pictures and wall hangings and they must be clean or well kept.	Well-finished, good quality wall coverings and paint work.	Same as for Two Star but with well-coordinated interior decoration.	Same as for Three Star but very good standard of decoration with use of high quality pictures and prints where applicable.	Same as for Four Star but with excellent interior design and high attention to detail. Thoughtful co-ordination of patterns, colors and textures. Attractive use of pictures, prints and other decorative relief.	
Table Setting	Table setting of an acceptable standard with condiments, cutlery, napkins, crockery, table cloths or mats etc	Same as for One Star but with crockery and cutlery generally matching. Full salt and pepper containers on tables at all meals.	Same as for Two Star but with well-laid tables containing matching cutlery and crockery. Should have lightweight, stainless steel cutlery. Menus where provided should be clean and well presented.	Same as for Three Star but with very good quality crockery and cutlery. Fresh flowers or other appropriate decoration on tables.	Same as for Four Star but with table setting, accessories, and glassware of the highest standard. Table enhancements of high quality, e.g. candles or fresh flowers. Attractively presented menus or single menu board with clear, informative layout and helpful descriptions.	
Furniture, Furnishings, and Fittings	Dining furniture should be functional, comfortable and appropriate	Same as for One Star but with furniture and fittings of good quality and condition	Same as for Two Star but furniture and fittings must be well-coordinated, and must be of proportionate size to the space available	Same as for Three Star but with higher quality furniture, furnishings and fittings.	Same as for Four Star but all furniture, furnishings, and fittings should be of excellent quality.	
Floors, walls and ceiling	They should be structurally sound and well maintained to support good standards of cleanliness and hygiene.	Same as for One Star but with no visible wear and tear and with evidence of incompetent workmanship.	Same as for Two Star but with higher quality design, workmanship, and finish.	Same as for Three Star	Same as for Three Star but with very highest quality, professional workmanship and finish.	

LESOTHO GUEST HOUSE GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Lighting and Temperature Regulation	Adequate lighting levels for the style, size, and shape of the rooms. Adequate heating/cooling although not necessarily automatic or from fixed structures.	Same as for One Star but with better levels of lighting.	Same as for Two Star but with ample natural light and well-positioned lighting. Good quality light fittings and shades, free from scorch marks and a proper temperature control device (free standing/fixed)	Same as for Three Star with very good levels of light and easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons. Properly fitted, controllable heating/ cooling providing overall uniform temperature.	Same as for Four Star but with a variety of quality lights, well-positioned and effective for all purposes. Excellent quality light fittings and shades.	
KITCHEN General Requirements	The kitchen and service area shall be free of flies, insects and rodents. Should not be located near public toilets. Equipment and fitting of good quality and condition shall be provided. The facilities, equipment and fitting shall include: a) Storage space, e.g. compartments, bins, racks, etc for non-perishable food, vegetables and for storage of utensils; b) Refrigerator and deep freezers c) Food preparation tables or units covered with some form of hard resistant material d) Cooking facilities e) Sink units complete with properly maintained plumbing and drainage and an adequate supply of hot and cold water	Same as for One Star but should allow for appropriate movement (bigger size) and be maintained in a wholesome manner. Should be well lit and ventilated.	Same as for Two Star but with modern equipment and appliances	Same as for Three Star.	Same as for Three Star but with exclusive equipment and appliances	
Floors, Walls and Ceiling	Should be of water resistant materials that are non-corrosive, non-slip, and conducive to easy cleaning. Excellent levels of hygiene should be observed.	Same as for One Star but all should be of good workmanship and finish.	Same as for Two Star but with good quality materials and finish	Same as for Three Star but with higher quality materials and finish	Same as for Four Star but with excellent quality material and finish	
Drainage	All drains in and around the kitchen should be maintained in good conditions at all times.	Same as for One Star covered and connected to	Same as for Two Star but with better workmanship and good quality	Same as for Three Star	Same as for Three Star	

LESOTHO GUEST HOUSE GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS	
	All should be covered and connected to the drainage system of the building.	the drainage system of the building.					
Ventilation	Sufficient and effective natural ventilation	Same as for One Star with mechanical ventilation e.g. extractor	Same as for Two Star with better quality of extraction equipment and air-conditioning.	Same as for Three Star but with excellent equipment	Same as for Four Star		
Food Storage	Good storage allowing for preservation of perishable and non-perishable foods should be provided. Should be maintained in hygienic conditions. No article which is not directly connected with the processes of preparations and service of food shall be kept in the kitchen.	Same as for One Star but with labeling and separation of food items	Same as for Two Star	Same as for Two Star	Same as for Two Star		
Waste Collection and Disposal	Properly designed system for the storage and disposal of waste e.g use of waste bins. There should be sufficient number of lined waste bins, and waste must be disposed off on regular basis in line with the health standards and environmental regulations.	Same as for One Star	Same as for One Star but the waste bin must of higher quality and well hidden within the kitchen units	Same as for Three Star	Same as for Three Star		
UNIVERSAL ACCESSIBILITY	Information on Accessibility Features	Information regarding the accessibility features of the Guesthouse should be communicated on the establishment's online platforms and channels.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	Internal System	At check in, any guest with a functional limitation is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests Not applicable	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	Staff Training	Staff should be properly briefed on the handling of handicapped/ disabled guests. This should include how to offer assistance, guiding them	Same as for One Star	Same as for One Star but with in-depth training on physical limitation	Same as for Three Star	Same as for Three Star	

LESOTHO GUEST HOUSE GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	through the premises, preparing rooms properly, explaining food on plates, etc					
Parking and Access	At least one parking space designated as reserved for individuals with disabilities. Accessible parking spaces serving the Bed and Breakfast shall be located on the shortest route to the entrance of the facility	Same as for One Star but there must be an accessible route between the parking space and entrance. The route must have a minimum width of 0.9 meters. The surface must be even and not contain any potholes or puddles. Any ramps should have a non-slippery surface (tiles not acceptable) and a slope no greater than 10% (height to length ratio). The doorway at the entrance should have a minimum clear opening of 0.8m.	Same as for Two Star	Same as for Two Star but with a minimum route width of 1 meter and ramp slope of 5% (to allow unassisted wheelchair access). Entrance doorway should have a minimum width of 0.9 meters. Entrances that are not accessible shall have directional signage indicating the location of the nearest accessible entrance.	Same as for Four Star	
Guest Bedrooms	The Guesthouse should contain at least one accessible room. The room must be on an accessible route. The external and internal doorways should be at least 0.8 meters wide and there should be at least 0.9 meters maneuvering space alongside the bed. An accessible route should connect all spaces and elements. A telephone set with at least an internal line should be available to call for assistance. There should be no appliances or furnishings with sharp edges jutting out into passageways.	Same as for One Star but with wider spaces, including access to bed on both sides. The room directory should be printed in braille. Light switches and other controls, beverage making facilities, and adequate storage space should be provided at wheelchair level. Clothes rods or shelves shall be a maximum of 1.3 meters above the floor.	Same as for Two Star	Same as for Two Star	Same as for Two Star	
Guest Bathrooms: Toilets and Wash Basin	There must be sufficient space to allow for wheelchair access to toilets and washbasin. The height of the toilet seat should be 0.4-0.5 meters from the floor. Handrails or grab bars for the toilet should ideally be	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	placed behind and to the side of the toilet at a height of 0.85-0.9 meters. Flush controls and toilet paper dispensers should be within reach and at a height of 0.5-1.2 meters. The washbasin should be at a height of 0.7-0.9 meters					
Guest Bathrooms: Showers and Bathtubs	A shower is considered preferable to a bathtub. If a bathtub is utilized, it should be fully accessible by wheelchair and at least 1.6x0.7 meters in size. It must be at a height of 0.4-0.5 meters. There should be a structurally sound and securely mounted in-tub seat or seat at the head end of the tub. Handrails or grab bars should be mounted on the adjacent wall at a height of 0.85-0.95 meters. Faucets must be within reach. There must be sufficient space to allow for wheelchair access to the shower. The shower should contain a structurally secure seat or bench (can be fixed or removable) facing the controls and at a height of 0.4-0.5 meters. There should ideally be handrails or grab bars mounted on the wall opposite and behind the seat at a height of 0.85-0.95 meters. Faucets must be within reach. There should be a shower spray unit with a hose at least 1.5 meters in length. It should not be left hanging in a position such that a visually impaired guest may bump their head.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One star	
Dining Room or Restaurant	Area should be spacious enough to allow for easy passage of a wheelchair.	Same as for One Star but tables or other furniture with sharp edges should be avoided.	Same as for Two Star but at least five menus printed in braille should be available.	Same as for Three Star	Same as for Three Star	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
RESPONSIBLE TOURISM	Informational Materials	Guest are provided with Informational materials on responsible tourism, including how to reduce their environmental impact and support the local community.	Same as for One Star	Same as for One Star but information should be provided on the establishments" online platforms and channels.	Same as for Three Star	Same as for Three Star	
	Energy Conservation	Facility makes effort to minimize energy consumption through at least one of the following: 1) Using low consumption light bulbs (CFLs or LEDs) 3) Using 'energy-rated' (e.g. Energy Star) appliances 3) Using light sensors in public spaces 4) Other proven energy conservation mechanism.	Same as for One Star, but at least two energy consumption minimizing mechanisms must be used.	Same as for One Star but the facility makes effort to minimize energy consumption through at least three mechanisms	Same as for Three Star but employing all of the energy conservation mechanisms and a card system	Same as for Four Star	
	Water Conservation	Facility makes effort to minimize water consumption through at least one of the following: 1) Offering towel re-use option for guests 2) Using water flow restrictors on bathroom taps and showerheads 3) Using reduced flush or twin flush cistern for toilets 4) Re-use of grey water for garden watering 5) Rainwater harvesting 6) Landscaping practices such as watering plants in the early morning or late afternoon 7) Other proven water conservation mechanism	Same as for One Star but employing at least two of the mechanism.	Same as for One Star but employing at least three of the mechanisms	Same as for One Star but employing at least four of the mechanisms	Same as for Four Star	
	Waste Management	Facility makes effort to manage waste in an environmentally friendly manner through at least one of the following: 1) Composting biodegradable kitchen waste	Same as for One Star but employing at least two of the mechanism.	Same as for One Star but employing at least three of the mechanisms	Same as for One Star but employing at least four of the mechanisms	Same as for Four Star	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	2) Not purchasing any Styrofoam products 3) Using refillable soap and shampoo dispensers in bathrooms 4) Using biodegradable dishwashing and laundry detergent 5) Regularly purchasing products made from recycled paper 6) Other environmentally friendly waste management mechanism					
Marketing Materials	All marketing and promotional materials accurately reflect the guesthouse's facilities, services, and prices.	Same as for One Star but material must be attractive	Same as for Two Star but material should be of good quality in terms of printing and use of social media marketing.	Same as for Three star	Same as for Three Star	
Culture on Display	Not applicable	The guesthouse features local art, artisan works, and furnishings in its decoration. The restaurant's menu incorporates some traditional dishes using local ingredients.	Same as for Two Star	Same as for Two Star but local art and artisan works also sold at the guesthouse.	Same as for Four Star	

POINT SCORING (Bonus Points): must be available in all rooms

In-room Facilities:

- Flat screen color television with remote control (1 point)
- Mini-bar (1 point)
- Hairdryer (0.5 point)
- Bathrobe and slippers (0.5 point)
- Iron and ironing board (0.5 point)
- Fruit basket (0.25 point)

Recreational Facilities:

- Swimming pool (1 point)
- Gym/fitness center (1 point)
- Spa (1 point)
- Conference/meeting rooms (0.5 point)
- Kids club (0.5 point)

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- Indoor and outdoor sports (0.5 point)
- Library (0.25 point)
- BBQ areas (0.25 point)

Universal Access:

- Auxiliary visual alarms and visual notification devices to alert room occupants of incoming telephone calls (0.5 point)

Responsible Tourism:

- Uses some form of alternative energy (including photovoltaic solar energy systems, solar water heaters, biogas systems, wind power, micro-hydro power systems, etc). (1 point)
- Has written Code of Practice and Environmental Policy (0.5 point)
- Supports in a substantive way a community development initiative (including, among others, education, HIV awareness, health, and literacy) (0.5 point)
- Makes substantive in-kind contribution towards conservation of local historical, archeological, culturally, and spiritually important sites (0.5 point)