

# Alaska's Mat-Su Bed & Breakfast Association

PO Box 2092, Palmer, AK 99645

## Quality Assurance Review Form

Name of Lodging Facility \_\_\_\_\_ Review Date \_\_\_\_\_

Contact Person \_\_\_\_\_

The following inspection standards and ethics for Alaska's Mat-Su Bed & Breakfast Association are designed to ensure a high level of safety, comfort and cleanliness for lodging guests. Our goal is to help all lodging facilities meet trade standards through this program. If you are a new member, this form must be filled out by a Quality Assurance Representative from the AMSBBA Board. If you are conducting this review as per your required "Every 3<sup>rd</sup> year Review", you are to fill this out, sign and mail to the address above. By signing this form, you are taking responsibility and are solely liable for all items listed.

### Standards and Ethics

#### General Considerations

1. \_\_\_\_\_ All advertising will reflect true amenities of the lodging facility.
2. \_\_\_\_\_ Guests receive a personal welcome and friendly service.
3. \_\_\_\_\_ Emergency exit instructions are visibly posted on the back of or beside the exit door in each bedroom within a house setting.\* Rope Ladders are required for rooms where egress window is more than 12 feet from windowsill to the ground.
4. \_\_\_\_\_ Appropriate business licenses are posted.
5. \_\_\_\_\_ Provide required appropriate smoke detectors to code (Includes sleeping & common areas)
6. \_\_\_\_\_ CO detectors are on each level.
7. \_\_\_\_\_ All public areas of the facility need to be clean and tidy (this includes the common areas, kitchen, sleeping areas, entries).
8. \_\_\_\_\_ Double check cleanliness for all: windows, furniture, coverings, floors, rugs and carpets, Draperies. Shelving should be appropriately dusted, all floors vacuumed, swept & all in up-to-date condition.
9. \_\_\_\_\_ Properties that allow pets must keep pet hair, feeding areas, and bedding clean and out of the guest eating area. Advertising including website must note if you have a pet in the guest areas. There should be no noticeable pet odors of any kind in guest or common areas. Exception: If the property is advertised as an "Animal Experience".
10. \_\_\_\_\_ The property and buildings are well-maintained and in good repair
11. \_\_\_\_\_ All stairs or steps, handrails, and decks will be safe and stable according to safety codes.
12. \_\_\_\_\_ All House Rules should be posted in each sleeping room (Refer to Communications #44).

#### Buildings and Surrounding Areas

14. \_\_\_\_\_ Grounds are well maintained and free of debris
15. \_\_\_\_\_ Walking areas are safe and well lit.
16. \_\_\_\_\_ Guest parking is convenient, adequate and well lit.
17. \_\_\_\_\_ Pools, Jacuzzis, spas, etc., are well maintained and safe with adequate instructions for usage (check Alaska State DEC Regulations).
18. \_\_\_\_\_ All guest entrances must be clearly marked and safe for all ages (includes entrance to property, home, cabins, offices, etc.)

Suggest---you have well water tested every two years for coliform (Meets DEC requirements).

Breakfast Service (for lodging facilities that advertise breakfast provided)

19. \_\_\_ An attractive, ample breakfast is served or provided for guests each morning.
20. \_\_\_ Dining area has adequate table and seating for all guests.
21. \_\_\_ High standards of cleanliness are maintained for food preparation and dining areas.

Kitchen and Kitchenettes

22. \_\_\_ Equipment is clean and maintained
23. \_\_\_ All areas including countertops and floors are neat and clean
24. \_\_\_ Appliances are clean and maintained.
25. \_\_\_ Fire extinguisher (required in each kitchenette) is visible and readily available to host and guests.

Guest Rooms

26. \_\_\_ All guestrooms are comfortable and inviting, allowing for privacy and quiet.
  27. \_\_\_ Beds are firm, sturdy, with adequate bedding.
  28. \_\_\_ Overhead lighting and bedside lamps are provided.
  29. \_\_\_ Fresh linens are provided for each guest. For stays of more than one night, bedding must be changed at least every four days, or per guest request.
  30. \_\_\_ Additional blankets and extra pillows are to be available.
  31. \_\_\_ Adequate space and hangers are provided to hang clothes.
  32. \_\_\_ One suitcase rack is available per person or equivalent surface space.
  33. \_\_\_ Room can be darkened at night and affords privacy with curtains or blinds.
  34. \_\_\_ Each room has a wastebasket.
  35. \_\_\_ Windows meet local standards.
  36. \_\_\_ Emergency lighting or flashlight provided in each room.
  37. \_\_\_ Appropriate privacy door locks are in tact.
- Suggest—Usable side chairs or other seating.

Bathrooms

38. \_\_\_ Bathrooms must be clean, sanitary and have adequate facilities.
  39. \_\_\_ Personal towels are available to each guest.
  40. \_\_\_ Individual bars of soap per person or liquid soap are available.
  41. \_\_\_ Have non-skid tub or a bath mat available.
- Suggest—Keep personal towels in guestrooms for shared baths.

Communication

42. \_\_\_ Make certain guests know how to reach innkeeper at all times.
- Suggest—Have a guest telephone available in common area.
- Suggest—Have written directions to lodging facility by guest telephone, for 911 calls.
- Suggest—Have good information on the area attractions and restaurants.
- Suggest—Have a common room with reading materials, games, and puzzles.
- Suggest—Have and provide (either on website, in confirmation letter or in room) a written policy covering rates, children, pets, smoking, reservations, cancellations, refunds and other amenities associated with lodging facilities.

I hereby testify that I have read and understand the stipulations required by the AMSBBA for membership, and that I am in full compliance with all Quality Assurance inspection items listed above.

Signed \_\_\_\_\_ Date \_\_\_\_\_

# For New Members:

## Recommendation of Quality Assurance Committee

### Review Comments

At the time of passing the Quality Assurance Review, you will be asked to pay \$100 for Regular Membership dues or \$200 for Enhanced Membership for that calendar year + a one-time fee of \$35 (for new members).

Once you have passed inspection, your certificate of Quality Assurance is good for three years, unless any of the following occur:

- a change in management or ownership of this lodging facility
- a change in facilities, such as adding cabins or more bathrooms, or major remodeling.
- a change in procedures, such as eliminating breakfast or no longer offering on-site host

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Acknowledged by Innkeeper/Owner \_\_\_\_\_ Date \_\_\_\_\_

### Follow-Up Review

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Acknowledged by Innkeeper/Owner \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_ Recommended for Membership –Membership will be recommended to the AMSBBA board for approval.

\_\_\_\_ Follow-Up required –Applicant must comply with items listed above within 30 days of initial review to be recommended for membership. The Quality Assurance Representative will visit up to two times to help lodging facility owner meet AMSBBA standards.

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