



2018 SSLoF Quality Standard Guidelines

Superior Small Lodging of Florida Membership & Guidelines:

To qualify for membership in Superior Small Lodging of Florida properties must meet the following criteria:

- ❖ Properties must have no more than 75 lodging units/rooms for rental.
- ❖ Properties must hold a valid hotel, motel, inn or bed & breakfast license.
- ❖ New properties must have a Certificate of Occupancy before they can be inspected.
- ❖ All properties must have a current occupancy permit.
- ❖ All properties must undergo an SSLoF **Quality Assurance Consultation & Inspection** annually.
- ❖ Properties must be primarily vacation or business travel oriented with private guest accommodations. Semi-residential establishments that do not provide leisure or business, travel environment and services are not eligible for membership.
- ❖ Every unit/room in a certified property must meet all SSLoF guidelines.
- ❖ Condos may only be accepted into the program if they are in a building that, in its entirety, has 75 or less units with no yearly residential units maintained in the building. They must be run by one management company, and one cleaning company must be used for all condos with appropriate licenses in place. They must pay state and local bed tax.
- ❖ Owners of multiple qualified properties which are operated from one central office or booking agency and are presented and advertised under one web site must all be members of SSLoF in good standing to be admitted into the program and maintain membership.

SSLoF members must demonstrate an on-going commitment and adhere to the requirements of the program, including the yearly inspection and prompt payment of any applicable fees and dues.



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INSPECTIONS:

A property review inspection, conducted by an independent company, determines whether a property is eligible for membership in the SSLoF program. This inspection guarantees that guests will enjoy a clean, safe and well managed small lodging establishment, offering friendly ambiance and personal service.

- All properties must be inspected annually to maintain qualification for SSLoF membership.
- Inspections will generally be unannounced and could occur randomly and periodically.
- All properties must be available for inspection without advance notice.
- The membership records must clearly reflect whether or not the property has an on-site office.
- Contact information must be clearly posted so both the inspector and/or a guest can reach management easily.
- On arrival, the inspector will identify him/herself and ask to see vacancy listings for available rooms ready. **If rooms are not guest ready for reasons such as equipment or facility repairs, please do not include them.**
- The inspector will randomly choose those accommodations to be inspected based on availability and will not be led to specific rooms by the manager or owner.
- Please note – these inspections are a snapshot in time. The random selection by the inspector assures a relative comparison to a guest room selection.
- Based on room availability, and discretion of the inspector, he/she may ask to see accommodations that have yet to return to inventory: unclean, closed for maintenance, renovation or presently occupied (with occupant's permission only). If this is the case, the status of the room will be clearly documented on the report and taken into consideration for scoring purposes.
- It is already preferable for the inspector to visit vacant, guest ready rooms, however, in the event that high occupancy at a property at the time of the inspector's arrival precludes seeing unoccupied/made-up rooms, then it will be necessary for the inspector to see occupied rooms or rooms that are currently listed as "out of order".
- In the case of occupied rooms, the inspector must be accompanied by a representative of the management during the time that the inspector is in the room and have the



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permission of the guest. It would be prudent of the management to accompany the inspector in any review of occupied rooms.

- It is understood that the inspection of occupied rooms only occurs as an exception to the rule, and the exception will be properly documented on the report.
- The inspector may ask to see up to 30% of the accommodations, from standard to deluxe and in different areas and floors of the complex.
- In the case of extenuating circumstances, such as unanticipated damage, termite tenting, flood damage, etc., reasonable scheduling/re-scheduling accommodations will be discussed. Members are asked to give the inspector adequate notice to allow for adjustment in travel plans, whenever possible.
- In a newly built or renovated property, an inspector should see each unit, to confirm the correct number of units.
- In the unlikely event that the inspector is denied access to any accommodation during the walk-through, the inspection may be terminated. In that case, the inspection fee may be forfeited, and eligibility denied.
- **The inspection is an excellent opportunity to gain valuable feedback. It is therefore recommended, although not required, that the property owner, manager or representative accompany the inspector during the evaluation as the inspector will point out areas (if any) that may need additional attention, repair or enhancement from a guest perspective.**
- The inspector will carry out the inspection during this initial visit and is not required to wait for off-premises personnel to join the tour, or return at a more convenient time.
- If, for any reason, the inspector finds no access to the property on arrival for his/her unannounced inspection the inspector will make every effort to return at a later date or time.
- The inspection can last from 30 minutes to 2 hours depending on property size and conditions.
- After the inspection, the inspector will provide the owner, manager or representative a verbal summary of the inspection but the score will not be given after the report is tabulated and finalized. A copy of the complete report will be provided to the designated contact upon tabulation and completion, via email.



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- Upon the completion of the inspection, the inspector will be available to offer additional coaching and more detail on areas of opportunity and improvement suggestions to improve the property and services. Property owners/managers are strongly urged to take advantage of this opportunity.
- Re-inspections can be requested at the property owners' expense.
- The inspection will rate two areas; guest services and cleanliness/housekeeping.
- The combined (guest services and cleanliness/housekeeping) passing grade for the SSLoF program is **82%** and properties are encouraged to continually upgrade and exceed the standards of the program. A combined housekeeping score of **85%** must be maintained for the privilege of being in the SSLoF program.

The Quality Assurance Program inspectors are industry professionals who travel throughout the country and should be extended every consideration and courtesy one would bestow upon a guest.



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Inspection Point Details (Revised Annually)

A. REGISTRATION/OPERATIONS/PUBLIC SPACES **TOTAL POINTS: 30**

A1. Lobby/Registration - Conditions and Appearance **POINTS: 5**

- Facilities must be well maintained and provide a pleasant atmosphere.
- Layout and décor should be inviting, comfortable and consistent with the overall ambiance of the property.
- Storage of supplies and clutter should be kept out of guests' view.
- Adequate guest sitting area is recommended, but not mandatory.
- Points are not deducted for properties that do not have a dedicated guest reception area.
- Properties must have a defined welcome process in place, whether physical or virtual.

A2. Front Desk Operations **POINTS: 5**

Hospitality and guest service are of the utmost importance. Management and all personnel must operate in an ethical and professional manner, at all times, and must provide courteous, polite and friendly service to all guests.

- Establishments must clearly identify an onsite registration area/process and office hours must be posted at entry.
- Regardless of office hours, provisions should be made for the receipt of emergency guest telephone calls at all times.
- An emergency management/owner phone number must be posted at entry, with either night doorbell or phone provided, if operation is not open and attended 24 hrs.

A3. Brochures/Rates/Policies and Destination Material **POINTS: 5**

Area destination material is an important component to any property. Brochure racks, area guides, maps or in-room directories are recommended. SSLoF directories to help your guests continue their trip should be available in the office or lobby.

- Brochures must accurately depict the property and facilities to avoid any confusion and offer full disclosure of all policies and regulations regarding the property.



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- All establishments must have printed rate sheets for distribution and be available for guests and inquiries. Full disclosure of rates must be published.
- Reservation policies must be reasonable and meet industry standards. They must be adhered to on a consistent basis.
- All policies for reservations, cancellations and refunds must be fully disclosed to guests in writing prior to arrival.
- Confirmed reservations with deposit must be honored as required by law.
- Rates are to be posted in each room/unit if required by law, and must be posted on the website.

A4. Maid Service

POINTS: 5

To avoid any confusion regarding individual property services, full disclosure (in writing) of housekeeping policy must be made on property literature, such as policies/rate sheet, internet and during inquiries with future guests, to avoid surprises prior to guest arrival/stay.

- Maid service is not the same as towel service. The two should be clearly identified.
- If no service is provided it must be clearly stated on all literature and on the website.
- If cleaning fees are imposed, they must be in writing, on all literature and on the website.

A5. Guest Security

POINTS: 10

Establishments should make all reasonable effort to protect guests against damage and injury 24 hours per day. Owner/management must be available 24 hours per day in person or by telephone. If rooms are not equipped with telephones, a common area phone is required so guests without mobile phones can make emergency phone calls. Emergency numbers and instructions must be provided and easily visible.

- Hours of management availability to answer questions and meet guests' needs daily must be clearly posted.
- The property's emergency number must be posted in each room/unit. This number must be answered after hours when office is closed.
- If there is not on-site management 24/7, a landline phone must be available, with instructions to dial the appropriate number for after hour emergencies. This phone must be mounted at the office, or at a visible, specified location in an appropriate phone box and should be programmed to call the local emergency services number when the receiver is lifted to prevent usage for anything other than an emergency.



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B. Guest Accommodations

TOTAL POINTS: 70

B1. Housekeeping

POINTS: 15

Each establishment must reflect a high degree of cleanliness. A combined housekeeping score of 85% must be maintained to qualify for SSLoF membership. Housekeeping is not a variable factor.

- a. Membership in the SSLoF program requires cleanliness in all areas of the property and its facilities.
- b. Excessive staining to carpeting, drapes, towels or bed linens, covered in separate categories, will negatively affect your score.

B2. Guest Room Security

POINTS: 5

Guest room security must be assured.

- **Emergency Contact Number:** The property's emergency phone number must be clearly posted in each room/unit. This number must be answered after hours and when the office is closed.
- **Door- Primary Lock:** The door for each room/unit must be equipped with a primary lock.
- **Door- Secondary Lock:** Each room/unit door to a common hall or to the property's exterior must have a secondary security device in addition to the primary lock. This secondary lock must prevent the ability to open the door from the outside by the room key or normal master key when the guest locks the door from the inside. A 1-inch through-the-door deadbolt lock is required as a secondary security device. (Certain historical properties may be exempt).
- **Master Key Systems** must be limited to one emergency master key, privacy lock system reserved for use by management only. Under no circumstances should service personnel or housekeepers have access to the emergency master key.
- **Connecting Room Doors:** Doors that connect rooms must have locks that prevent opening from the opposite side. A 1-inch through-the-door deadbolt is required.
- **Windows:** Each room/unit window must work freely and be free of defects. Any window designed to open must be equipped with screens and be wear free. Windows must be secured to prevent entry from the outside. Security guards are recommended for jalousie-style windows.
- **Sliding Doors:** Must have locks that prevent opening from the outside. A secondary security device is required on all sliding doors. This should be placed high enough to act as a childproof lock.



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- **One-Way Door Viewfinder:** A one-way peephole or viewing device providing a 180-degree view is required for all solid room/unit exterior doors if an accessible window is more than one foot away from the door jam. (Certain historical properties may be exempt).

B3. Privacy/Window Coverings

POINTS: 5

To assure privacy and prevent glare, each guest room/unit should have adequate window coverings.

- Availability of blackout/total sunblock of window openings is desirable (**however, no points will be deducted for lack of this type of covering**).
- Bathroom windows must be sufficiently opaque or have adequate blinds, shades or drapes to provide complete privacy from the outside.

B4. Décor/Interior Wall Conditions/Sound-Proofing

POINTS: 5

The décor of each room/unit should be attractive, functional and cohesive. Wall trim, doors and ceilings should be clean and well maintained. Each room/unit should be sufficiently soundproofed and private, preventing outside noises and sounds from adjoining rooms and public areas from disturbing guests.

B5. Floor Coverings

POINTS: 5

Floor surface/coverings must be free of traffic wear, stains, tears, burns. Carpet, Tile, Wood or rugs must be in good condition.

B6. Furnishings/Floor Space

POINTS: 5

The furnishings of each room/unit must be well maintained and of good quality. Good, comfortable décor with coordinated furniture, fixtures, and equipment.

- **Beds:** Beds must be well constructed, comfortable and in superior condition.
- **Nightstands:** Each room/unit must have at least one nightstand located next to each bed. One nightstand between two beds is sufficient.
- **Bureau/Dresser/Credenza:** Each room/unit must provide ample facilities for accommodating guest clothing and personal belongings.
- **Writing Surface:** Each room/unit should be equipped with a sufficient writing surface as a permanent part of the room equipment.
- **Chairs:** Each room/unit must be equipped with at least one comfortable chair. Where applicable, chairs should be positioned for convenient television viewing and conversation. Hide-a-bed sofa's, duo-beds, etc. are acceptable as a substitute for chairs.



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- **Mirror/Art Work:** Each room/unit must be equipped with a mirror and should be enhanced with art work. A full length mirror is recommended, but not required.
- **Luggage Rack:** Each room/unit must contain a luggage rack, credenza or equivalent bench space.

B7. Lamps/Room Lighting

POINTS: 5

The following areas require direct illumination. (Rated at least 1000 lumens or the equivalent is required).

- Above or next to each bed
- Next to chair
- Above or next to the writing surface

The same lamp may provide illumination for more than one location. The combination of the fixture, shade design, placement and lumens provided should be carefully considered to provide adequate lighting in each room as well as at each of the above locations.

- 1000 lumens or the equivalent, is mandatory for all reading areas.
- All bulbs in any given fixture must be the same lumen capacity and color (recommendation for 2018, scored in 2019).
- Shades must be free of stains or soil and not show excessive wear.
- Lamp switches must easily be accessible and free from any hazard.
- A functional light switch or lamp is required at the entrance door to each guest room and separate room within a suite.

B8. Telephone/Wi-Fi/Internet

POINTS: 5

If in-room phone systems are used by the property they must have

- Incoming and out-going service
- Touch-tone phones with direct dial
- Local phone dialing instructions are required to be in each room/unit
- Phone rates, if any, must be posted by phone
- Wi-fi is highly desirable.

B9. Televisions/Alarm Clock

POINTS: 5

A color television with a cable or satellite TV and remote control are required.

- Convenient TV viewing from chairs should be provided.
- An alarm clock or equivalent wake-up service is required.
- Care should be taken that the alarm clock is set to the current local time (recommendation, no points deducted).

B10. Air Conditioning/Heat

POINTS: 5

- Each room/unit must be equipped with air conditioning and heat.



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- Individual controls are desirable.
- Control panels should be easily accessible.

B11. Bed Linens/Bedspreads

POINTS: 5

- Bed linens and bedspreads must be provided
- Each bed requires:
 - Two (2) sheets – a top sheet and a bottom sheet
 - One (1) mattress pad
 - Plump pillow(s), pillow cases(s) and zippered pillow protectors are required.
 - One (1) blanket.
 - Appropriate bedspread is a quilted or other quality spread. Mesh backing should be avoided.
- All items must be clean and in good condition.
- Staining will negatively affect the housekeeping score.

B12. Closets/Hangers

POINTS: 5

Each room/unit must be equipped with hanging facilities to accommodate clothing for a minimum of two (2) persons.

- A minimum of eight hangers per room is required.
- Hangers should match (recommendation for 2018, requirement for 2019)
- Facilities should permit clothing to hang without touching walls.
- Hangers should be wood, plastic or other quality hanger.
- Wire hangers are unacceptable.
- If a locked closet that does not allow a guest a place for them to hang their belongings, adequate alternate closet space must be provided for guest clothing.
- Personal items of hotelier/innkeeper, if stored in the unit, must be kept out of sight.



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C. BATHROOMS

TOTAL POINTS: 45

Bathrooms need not be elaborately decorated but may not have stained or damaged bath walls, floors or fixtures that look unclean even though they may be clean. Appearance of stains or damage is not acceptable.

- Bathrooms must be of ample size and the arrangements of the facilities should be such that there is sufficient and comfortable space to bathe, dress and undress.
- Ideally, all bathroom facilities (except for the sink/vanity) should be in a space separate from the sleeping or living area. Certain exceptions are made for whirlpools, Jacuzzis or spas.
- When the bathroom door is closed, normal sounds, light, odor or moisture cannot enter the sleeping or living areas.
- All guest rooms/units should include private bathrooms. Certain historical properties are exempt, but no more than two (2) rooms (four (4) persons) may share a bathroom.
- Properties with shared bathroom facilities must state so in marketing literature, in print and online.
- Robes must be provided in all rooms that share or have an outside bath.

C1. Housekeeping

POINTS: 10

Each establishment must reflect a high degree of cleanliness. A combined housekeeping score of 85% must be maintained for the privilege of being included in the SSLoF program.

- Housekeeping is not a variable factor
- Regardless of the excellence of other facilities membership in the SSLoF program will not be granted unless cleanliness is maintained in all aspects.
- Excessive grout or caulking mildew will negatively reflect on your housekeeping score.
- Bathroom cleanliness is unquestionable. Stained or damaged bath walls, floors or fixtures that look unclean are unacceptable.
- Bathrooms should contain as many non-porous, easily cleaned surfaces as possible to ensure high sanitary standards.
- Older faucets must be in good repair.



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C2. Tub/Shower Conditions

POINTS: 5

- The tub and/or shower should be of standard size and free of excessive surface wear.
- Updated faucets are recommended.
- Curtain rods and hooks or tub enclosure should be up to industry standards.
- Sufficient amounts of hot water must be provided at all times.
- Non-skid surface, bath mat and/or grab bar must be provided.
- Excessive grout or caulking mildew or discoloration will negatively impact your housekeeping score.
- Excessive rust is unacceptable.

C3. Toilet/Seat

POINTS: 5

- Should be of high quality with proper water flow
- Excessive wear to toilet seat is unacceptable.

C4. Sink/Vanity Area

POINTS: 5

- The sink/vanity area should be of high quality; surfaces must be free of stains and excessive wear.
- Updated faucets are recommended.
- Adequate shelf and counter space must be provided.
- Above-sink mirror must be provided.

C5. Floor Covering

POINTS: 5

- Tile, linoleum or other surfaces must be clean and well maintained.
- Carpeting is not permitted in guestroom baths.

C6. Electrical Outlets

POINTS: 5

- Should be convenient.
- All electrical outlets near a water supply require GFI outlets.

C7. Lighting/Light Fixtures

POINTS: 5

- Direct lighting is required at sink/mirror.
- Lighting must sufficiently illuminate the bathroom
- Lighting fixtures must be clean and well maintained.
- Bulbs in any given fixture should match (recommendation for 2018, requirement for 2019)



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C8. Ventilation/Exhaust

POINTS: 5

- Guestrooms/Baths must be free of any malodors. (i.e. due to poor sanitation, mildew or heavy deodorizers.)

D. BATHROOM SUPPLIES

TOTAL POINTS: 20

Required items in all bath or guest rooms include:

D1. Towels:

POINTS: 5

- Rooms are to be made up for double occupancy
- A quality cloth bath mat and at least two (2) bath towels, two (2) hand towels and two (2) wash/face cloths are required.
- Towels should match or coordinate.
- Size of towels required:
 - Bath: 24" X 48" minimum
 - Hand: 24" X 18" minimum
 - Wash/Face: 12' X 12" minimum
- Towel racks and cloth hooks should be available and convenient to all appropriate fixtures.

D2. Facial Tissue/Toilet Paper

POINTS: 5

Toilet Tissue and facial tissue should be conveniently located on dispenser and a backup supply must be provided.

D3. Soap

POINTS: 5

- A 1.5 ounce wrapped bath bar or liquid soap is required at the tub/shower
- A ¾ ounce wrapped hand/face bar or liquid soap is required at the sink/vanity.
- Ideally the soaps provided should match, recommendation not requirement.

D4. Drinking Glasses/Wastebasket/Liner

POINTS: 5

- Drinking glasses or sealed disposable cups must be provided in each bathroom.
- A wastebasket with a disposable liner must be provided in bathroom.
- Grocery or shopping bags may not be used as liners.



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E. KITCHENS

TOTAL POINTS: 30

* Only rated when part of the guest accommodation.

The equipment in each room/unit must be functional, well maintained and of good quality.

E1. Housekeeping

POINTS: 10

Each establishment must reflect a high degree of cleanliness.

- Housekeeping is not a variable factor.
- High sanitary standards must be met.
- Regardless of the excellence of the other facilities, membership in the SSLoF program requires “white glove” cleanliness throughout the unit(s).

E2. Condition of Equipment

POINTS: 5

- Appliances must be well maintained and in good operating condition.
- Cabinets and counters should be attractive throughout.
- Sinks and faucets should be clean and well maintained.
- Range surfaces must be clean and well maintained.
- Surfaces should not have visible rust.(recommended, not required however the presence of rust does not lead to an overall superior image)

E3. Adequacy, Mix, Quality and Presentation of Supplies

POINTS: 5

- Kitchens must be supplied with the following amenities:
 - China, dishware, plates, bowls and coffee cups.
 - Glassware
 - Silverware
 - Pots and pans
 - Coffee pot and toaster (coffee pot clean and toaster free of crumbs)
- Supplies must be clean and well maintained.
- Nonstick pot and pan surfaces should be free of scratches.
- Presentation should be neat and orderly.
- There should be adequate supplies available for maximum occupancy.

E4. Surface Treatment

POINTS: 5

Floors, walls, trim, ceiling and windows should all be clean and well maintained.

E5. Lighting/Light Fixtures

POINTS: 5

- Cooking surfaces must be well lit.
- Light fixtures must be clean and well maintained. Bulbs in any given fixture should match. (recommended for 2018, required for 2019)



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F. PROPERTY EXTERIOR TOTAL POINTS: 45

Each property must maintain an attractive exterior appearance and curb appeal.

F1. Conditions/Cleanliness of Exteriors/Repairs & Maintenance: POINTS: 10

- Each establishment must maintain an attractive exterior appearance.
- Program standards require properties to be well maintained at all times.
- Exterior structures must be clean and well maintained.
- Property maintenance must be executed on a high level and the structure must be clean and well maintained.

F2. Landscaping/Grounds:

POINTS: 10

- Landscaping and grounds should be attractive, well maintained and contribute to the overall ambiance.
- Curb appeal should be inviting.
- All walkways should be clean and well maintained.

F3. Parking Facilities:

POINTS: 5

- Driveways should reasonably accommodate guest automobiles.
- Parking surface conditions must be clean and well maintained.
- Alternative, off-site parking may be provided and must be disclosed to guests prior to arrival in writing and on marketing materials/internet.

F4. Exterior Lighting:

POINTS: 5

- All guest room entrances, hallways/corridors, lobby entrances, parking areas, signage and walkways must be well lit.
- Sufficient lighting for security is required at guest room doorways, stairways/steps and office entry.
- Compliance with county/city codes and business regulations must be adhered to, and any out-of-the-ordinary requirements must be explained to guest upon arrival, (i.e. beach lighting during turtle season).



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F5. Signage:

POINTS: 5

- There should be no SSLoF signage with old logos, new sign should be visibly posted – no deductions, but will be noted.
- Properties that choose to participate in the SSLoF program must not post room rates on street signage, on-site reader boards or any other exterior site area. Posting of rates detracts from the quality image SSLoF properties represent.
- Property must have visually attractive signage.
- All guest room doors must be clearly marked with room numbers or names and office must be clearly indicated.
- All exits should be indicated.
- Directional signage should be offered as necessary.

F6. Conditions of Outdoor Sitting Areas and Public Spaces POINTS: 5

- Sitting areas and other guest facilities should be well maintained and provide a pleasant atmosphere.
- If the property is not entirely smoke-free, a designated outdoor smoking area is recommended, for the comfort and health of non-smoking guests.
- All tables, chairs, lounges, mats, umbrellas and decks should be clean and well maintained.
- Walkways and alleys must be clear. They are not an area for storage.

F7. Swimming Pool/Spa – Rated when available

POINTS: 5

- Swimming pool/spa must be maintained, at all times, and in accordance with city, county and state ordinances.
- Proper signage and safety equipment must be in accordance with city, county and state ordinances.
- Pool surface and surrounding decks should be clean and well maintained.



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	SSLOF PROPERTY EVALUATION GUIDELINES	TOTAL POINTS	Guest Experience & Safety Points	Housekeeping Points
A.	REGISTRATION/OPERATIONS/PUBLIC SPACES	30		
A1 -	Lobby/Registration - Conditions & Appearance		5	
A2 -	Front Desk Operations		5	
A3 -	Brochures/Rates/Policies & Destination Material		5	
A4 -	Maid/Towel Service		5	
A5 -	Guest Security		10	
B.	GUEST ACCOMODATIONS	70		
B1 -	Housekeeping			15
B2 -	Guest Room Security		5	
B3 -	Privacy/Window Coverings		5	
B4 -	Décor/Interior Wall Conditions/Sound-Proofing		5	
B5 -	Floor Coverings		5	
B6 -	Furnishings/Floor Space		5	
B7 -	Lamps/Room Lighting		5	
B8 -	Telephone/Wi-Fi/Internet		5	
B9 -	Televisions/Alarm Clock		5	
B10 -	Air Conditioning/Heat		5	
B11 -	Bed Linens/Bedspreads		5	
B12 -	Closets/Hangers		5	
C.	BATHROOMS	45		
C1 -	Housekeeping			10
C2 -	Tub/Shower Conditions		5	
C3 -	Toilet/Seat		5	
C4 -	Sink/Vanity Area		5	
C5 -	Floor Covering		5	
C6 -	Electrical Outlets		5	
C7 -	Lighting/Light Fixtures		5	
C8 -	Ventilation/Exhaust		5	



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D.	BATHROOM SUPPLIES	20		
D1 -	Towels		5	
D2 -	Facial Tissue/Toilet Paper		5	
D3 -	Soap		5	
D4 -	Drinking Glasses/Wastebasket/Liner		5	
E.	KITCHENS (*only rated when part of a unit)	30		
E1 -	Housekeeping			10
E2 -	Condition of Equipment		5	
E3 -	Adequacy, Mix, Quality & Presentation of Supplies		5	
E4 -	Surface Treatment		5	
E5 -	Lighting/Light Fixtures		5	
E6 -				
F.	PROPERTY EXTERIOR	50-55		
F1 -	Conditions/Cleanliness of Exteriors/Repairs & Maintenance		10	
F2 -	Landscaping/Grounds		10	
F3 -	Parking Facilities		10	
F4 -	Exterior Lighting		10	
F5 -	Signage		5	
F6 -	Conditions of Outdoor Sitting Areas & Public Spaces		5	
F7 -	Swimming Pool/Spa (* Only rated when available)		5	
MAXIMUM TOTAL POINTS		250	215	35



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HANDLING GUEST COMPLAINTS

Guest complaints made or reported to SSL are given serious consideration, and the property will be made aware of all complaints received with the opportunity for rebuttal.

After three (3) written complaints received by the Statewide organization, your local chapter of SSLoF, Convention and Visitors Bureau, Chamber of Commerce and/or Better Business Bureau, the property may be re-inspected at the expense of the property. All complaints must be dealt with in a business-like manner and must be well documented.

SSLoF's procedures on handling guest complaints safeguard the association's reputation and standards on quality and service. The following are internal procedures and timelines for replying to complaints received by letter or email and dealing with difficult cases.

Scenario 1: If the SSLoF office is the initial recipient of a guest complaint, the SSLoF Executive Director will respond to the complaining guest by letter or email, and cc the property.

- All relevant correspondence is forwarded to the property that is the subject of the complaint.
- The innkeeper is required to respond in writing to the guest and copy the SSLoF office within 15-days. If the guest's complaint is left unanswered by the property owner/manager longer than 15 days their SSLoF membership may be terminated. Extensions may be granted in the case of extenuating circumstances.
- To the extent possible, confidentiality concerning the complaint and the information must be maintained at all stages.
- Entities that may be copied on correspondence, when appropriate, would include the respective DMO, a representative of the Quality Assurance Program (QAP), the SSLoF Board Chair and the destination chapter president.
- If the complaint deals with issues covered under SSLoF's guidelines, correspondence will be forwarded to the QAP representative for his/her comments. In the case of a complaint of this nature, the SSLoF Executive Director will conduct appropriate activity, which could mean an unannounced inspection within 30 – 60 days. The DMO is copied on all relevant correspondence. The correspondence will remain on file for three (3) years.



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- If, after the preliminary review of any complaint or suggestion, the complaint is found to be justified, SSLoF may request assistance from the DMO, if appropriate. SSLoF may request assistance from the QAP in determining the need for immediate re-inspection and additional corrective action.
- The 15-day response time may be shortened for complaints channeled through the DMO.
- SSLoF Chapter Presidents or Co-Chairs must be made aware of the gravity of a complaint against a member property at least 30 days prior to membership termination and the member property will be given the opportunity to provide information in support of their retention.

Scenario 2: In the typical case, the complaint goes to the local DMO/CVB/Chamber, etc. and may be forwarded to the SSLoF office. This starts the process outlined under Scenario #1. SSLoF would require that all DMOs, as standard procedure, forward complaints on an SSLoF property to the SSLoF Executive Director.

- The local destination group will handle SSLoF member complaints regarding inspection. Input from the National office will be provided only if necessary.