



2019 SELECT REGISTRY QUALITY CRITERIA

One of the most important distinctions between a Select Registry member property and others is our Quality Assurance Program. Each new member must pass a rigorous quality assurance evaluation before being introduced to the traveling public as part of the Select Registry collection of properties. Once a member, properties are routinely monitored to ensure they maintain the high quality standards set forth by Select Registry.

The following outlines some of the key expectations of the 2019 525-point Quality Assurance Evaluation.

Membership Criteria:

- All Select Registry members must comply with Select Registry Membership Criteria, which members agree to when they become members of the association and when they renew their membership with the association.

Exterior:

- Lawns, gardens, shrubs, walkways well maintained and attractive and do not detract from overall impression of exterior of property (considering season)
- Container plants and/or seasonal decor in good condition and well maintained, appropriate to season.
- Outdoor seating is available, if appropriate to area.
- Adequate parking and exterior signage, which are well maintained and have sufficient lighting.
- Paint/stain, brick/stone are in good condition on all lodging buildings.

Interior (Public Spaces)

- Location of registration area is easy to find and identify upon entering property.
- Halls and stairways floors, walls and ceilings and windows are in good condition and well maintained.
- Furniture is of high quality and is maintained in good condition.
- Good WiFi service throughout the facility common spaces.
- Pleasant and upscale decor.
- Cohesive and intelligent sense of style throughout common spaces.
- Public spaces not dated or dingy (this is different than historic).

Hospitality:

- You were able to successfully book a stay online or by phone without hardship.
- Email confirmation and/or pre-arrival reminder contained sufficient information about the upcoming stay.
- Staff member answers all questions knowledgeably and fully.
- Luggage assistance is offered and available, if needed.
- You were able to successfully check in without hardship (including after hours check in).
- Staff is visible and easily recognized.
- Staff show a sincere interest in guest's satisfaction.
- Staff knowledgeable about local area and helpful with dining reservations or other area inquiries.
- Complimentary snacks/beverages and early morning coffee/tea service meet Select Registry standards.
- There was a sense that your patronage was truly appreciated by the staff member.
- Stay was not negatively impacted by the checkout process .

Food and Beverage

- Friendly attentive service during all on-site meals.
- Breakfast is offered onsite (continental or full) or within 0.25 miles of property.
- One local or regional ingredient or dish is used or offered.
- No disappointment in food or presentation.
- Reasonable special requests are accommodated.
- Dinner Service offered or available within 10 miles. Outside source should be comparable in quality and service to property level.

Guestroom/Bath

- Guest bathrooms are ensuite, private, and updated and/or meticulously restored.
- Guest rooms and bathrooms are meticulously clean and well maintained.
- Mattress is of high quality and provides the utmost comfort.
- All electronics are functional and up to date.
- Bed linens, robes etc in excellent condition and of high quality.
- Sufficient closet space, with a minimum of 10 matching hangers (no wire or plastic).
- Quality seating for 2 guests provided
- Noise, temperature and odor of room do not negatively impact the guest stay.
- Appropriate lighting levels exist throughout the room.
- Reading material available in or near guestroom; magazines, books – current and in good condition
- Real glasses provided. (quality acrylic or eco-friendly alternative in bath acceptable)
Minimum 2 in bedroom and 2 in bathroom.

- Tub/shower unit, fixtures, tub surround/shower door/curtain, sink/vanity, toilet, etc are of superior quality, well maintained and reflect current traveler expectations for high end bath fittings.
- Caulking and grout condition of sinks, tubs and showers is free of mold, cracks, excessive wear.
- High quality bath linens are available in sufficient quantity (minimum of 2 each wash cloth, hand towel and bath towel).
- Sufficient shelf space available for guest toiletries.
- Amenities such as upscale, quality soaps, shampoo, and personal items are provided.

Online Collateral

- Website easy to understand and navigate and mobile responsive.
- All reservation links load quickly and function properly.
- Pictures render clearly and are updated to reflect current look of property.
- Excellent digital 'curb appeal'.
- Property has predominantly excellent online reviews on publicly available review platforms.
- Property has an active and engaged presence on at least one social media platform.
- Management response to at least 40% of publicly available online guest reviews.

Security

- Maintenance and condition of exterior walkways, steps, porches/decks, grounds are such that they provide ease of movement and safe passage for guests.
- Maintenance and condition of interior stairs, hallways, exits, etc. (emergency lighting, exit route provided) are such that they provide ease of movement and safe passage for guests.
- Clear, emergency contact information provided; guests are able to easily access assistance if needed.
- Booking engine is on a secure website
- Parking area has adequate lighting for guest safety after dark, is well maintained with safety in mind.

Housekeeping

- Floors/carpets are clean, vacuumed, free of stains and debris.
- Walls, ceilings, woodwork, baseboards/trim are clean – no excessive dust, stains, dirt.
- Furnishings and lamps and electronics are clean – no dust, hairs, dirt visible.
- Windows; glass, sills, blinds, drapes, shades, etc are clean.
- Porches, balconies, and front entrance are swept clean, free of debris, any furniture is wiped clean and free of cobwebs, dirt, dust.
- Decorative room elements are clean, free of dust, in good condition.

- Bed and bath linens fresh, clean – no hairs, no odors from previous guests and no obvious stains or appearance of not being clean.
- Mattress and mattress pad are free of stains, holes, hair, or any signs of being not clean.
- Tub/shower surround, curtain/door of shower, are clean, free of mold, soap scum, rust or hard water buildup. Caulking and grout are intact and free of mold, mildew.