

Bed & Breakfast Association of Alaska INNside Passage Chapter

STANDARDS AND CODE OF ETHICS

Mission Statement: "To promote the care and nurturing of the Alaskan Experience for Southeast Alaska Bed & Breakfast, Inns and Lodges and their Guests."

1. Members shall be licensed and in compliance with all local and state health and fire codes and have adequate fire and liability insurance in force.
2. Members shall maintain a high standard of cleanliness.
3. Members shall provide a high degree of personalized service and friendly hospitality.
4. Members shall have good quality furnishings and supplies for guests.
5. Members' grounds and residence shall be well maintained and free of hazards.
6. Members shall have adequate ventilation and heating systems in consideration of local conditions and comfort of guests.
7. Members' accommodations and services shall be consistent with their advertising.
8. Members shall respond to all guest inquiries and complaints in a timely fashion verbally or in writing.
9. Members shall have a commitment to quality and continuous self-improvement.
10. Members shall complete, sign, date, and submit the BBAAIP Quality Assurance Self-Evaluation Checklist in order to join the association and annually thereafter with membership renewal.
11. Failure to comply with BBAAIP Standards, Code of Ethics, and Quality Assurance Checklist may result in termination of membership.
12. BBAAIP members in good standing shall have the right to use the BBAAIP name and logo.

Name of B&B _____

City _____

Contact Person _____ Phone _____

Bed & Breakfast Association of Alaska INNside Passage Chapter

QUALITY ASSURANCE CHECKLIST

All items on the Quality Assurance Checklist must be complied with. Mandatory items indicated with (M) must be complied with **before the Inn can be considered as a Regular Member** of BBAaip. All other items that are not mandatory must be met within 90 days from the date the Inn is approved as a Regular Member. Upon completion of the checklist as a self-evaluation, submit the signed and dated checklist with your membership application. A copy of the Checklist countersigned by BBAaip indicating your acceptance as a Regular Member will be returned to you in your New Member Packet.

If there are any non-mandatory items on the Checklist that are not complied with at the time the application was submitted, BBAaip will return two copies of the Checklist to you. Upon compliance of these items, note the date of compliance beside each one that was not previously complied with, sign and date one copy and return it to BBAaip within the 90-day grace period. Keep the second copy for your records.

OPERATING LICENSES, PERMITS AND INSURANCE:

- yes (M) 1. Maintain an Alaska Business License and all applicable local or municipal permits
- yes (M) 2. Compliance with zoning, health, fire, safety, building and other governmental codes, licenses and regulations
- yes (M) 3. Have adequate fire and liability insurance specific to the Bed & Breakfast industry in force at all times
- Name of Insurance Carrier: _____
- Dates Policy in Force: _____
- yes (M) 4. Proof of inspection of items such as hot tub, sauna, pool, etc. requiring the oversight of governmental agencies be posted

SAFETY AND SECURITY:

- yes (M) 5. Orient guests to available phones and emergency numbers and how to reach Innkeeper in case of an emergency
- yes (M) 6. Smoke alarm in each guest room, hallway, kitchen and furnace room (suggest that carbon monoxide alarms and power backup exit lighting during power failures also be installed)
- yes (M) 7. Fire extinguishers in kitchen and on each floor
- yes (M) 8. Two emergency exits from each guest room (i.e. door, window)

- yes (M) 9. Exit paths explained and posted in the guest rooms
- yes (M) 10. All guest rooms have inside door lock (dead bolt preferred)
- yes (M) 11. Pools, jacuzzis, hot tubs, etc. are well maintained and safe, and in compliance with all local and state regulations with instructions for usage posted
- yes (M) 12. Area rugs and mats should be safe and in good condition (e.g. non-curling and non-skid)
- yes no 13. Door keys available so guests can come and go as they please

EXTERIOR:

- yes (M) 14. Buildings, landscaping and grounds must be well kept and hazard free
- yes (M) 15. General good lighting, for guest safety
- yes (M) 16. Adequate signage or house numbers appropriate for area to facilitate locating the Inn

GUEST ROOMS/BEDROOMS:

- yes (M) 17. Emergency evacuation instructions posted in each guest room in an easy to view spot with instructions on how to reach the innkeeper
- yes (M) 18. Cleanliness throughout and well maintained
- yes (M) 19. Furniture that is clean and in safe condition
- yes (M) 20. Good, firm, clean and comfortable mattresses with mattress covers
- yes (M) 21. Quality linens, blankets, and pillows with pillow covers in good condition
- yes (M) 22. Assure adequate heating and ventilation (windows with screen, etc.)
- yes (M) 23. Rooms uncluttered; closets and dressers free of owner's personal belongings
- yes (M) 24. Privacy window shades
- yes no 25. Dresser or shelves for putting clothes away
- yes no 26. Space for luggage off the floor and facilities for hanging clothes
- yes no 27. Provide spare blankets and pillows
- yes no 28. Comfortable seating with good reading light at chair and bedside

- yes no 29. Current visitor information materials provided
- yes no 30. Consideration for sound privacy
- yes no 31. Tissue and wastebasket in room

BATHROOMS:

- yes (M) 32. Well maintained!!!
- yes (M) 33. Operational fixtures, sanitary tiles, floors, shower curtains and doors
- yes (M) 34. Functions efficiently, well maintained plumbing, no drips, stains or running toilets, water with good pressure.
- yes (M) 35. Large mirror over the sink with excellent lighting and night light
- yes (M) 36. Individual bars of soap or liquid soap at sink and bath locations (preferably both bar and liquid soaps provided)
- yes (M) 37. Privacy window shades
- yes (M) 38. Privacy locks on shared bathroom door(s)
- yes no 39. Privacy locks on bathroom doors (e.g. private baths, self-contained units, etc.)
- yes no 40. Hooks and shelf space for guests' toiletries and containers
- yes no 41. Towels adequate in size and quantity
- yes no 42. Enough electrical outlets near mirror with sufficient wattage to accommodate various grooming needs
- yes no 43. Drinking glass for each guest or paper cup dispenser

BREAKFAST AND COMMON AREAS:

- yes (M) 44. Maintain high cleanliness and sanitary standards in food preparation and serving areas
- yes (M) 45. Adequate ventilation and heating systems
- yes (M) 46. Pets not allowed in food prep or serving areas during meal prep and serve times
- yes (M) 47. Minimum breakfast should be juice, breads, pastries and/or muffins, hot beverage
- yes (M) 48. Tableware and linens clean and in good repair

BREAKFAST AND COMMON AREAS, continued

- yes (M) 49. Appliances safe and in proper working condition

- yes (M) 50. General good lighting with well lit reading areas and night lights for late arrivals
- yes no 51. Comfortable seating
- yes no 52. Current visitor information materials

PROFESSIONALISM:

- yes (M) 53. All advertising accurately portrays facility, amenities, services and cost
- yes (M) 54. Respond to guest complaints and inquiries in a timely fashion
- yes (M) 55. Maintain a high level of courteous, friendly, and helpful hospitality
- yes no 56. Pre-arrival communication provides good directions as well as a clear understanding of policies and non-standard qualities of the room or Inn (e.g. shared bath, twin beds, stairs to climb, distance to public transportation, parking, etc.)
- yes no 57. Written comment cards available and visible **at all times** for guests to use.
(Be sure to put your Inn’s name on them for identification purposes)

COMMENTS:

Signature of Owner/Operator _____
Date Submitted

Signature of BBAAIP _____
Date Approved

THIS CHECKLIST IS BEING RESUBMITTED TO BBAAIP TO CERTIFY THAT ALL ITEMS ON THE QUALITY ASSURANCE CHECKLIST HAVE BEEN MET WITHIN THE 90-DAY GRACE PERIOD AS REQUIRED.

Signature of Owner/Operator _____
Date Submitted

Signature of BBAAIP _____
Date Accepted

**Bed & Breakfast Association of Alaska
INNside Passage Chapter**

Peer Review Request for Regular Member Applicants

Name of B&B _____ Phone: _____

Name of Innkeeper/Owner _____ Phone: _____

Address _____

Fax Number _____ E-mail: _____

I would like to schedule a peer review of my inn as required by BBAAIP for acceptance as a Regular Member. Since I have made a commitment to quality and continuous self-improvement, I realize that this will be an opportunity to learn from other innkeepers and hear how my inn is seen through their eyes.

I understand that the Peer Review will be performed by a two-person team of fellow innkeepers of BBAAIP who have been trained to make inspections using the Quality Assurance Checklist.

Please indicate your preference by answering the following questions:

____ I prefer to arrange the peer review myself by contacting two Regular Members in good standing to perform the peer review of my inn. (Contact the Peer Review Committee for names of members available.)

____ I prefer that the Peer Review Committee arrange and appoint a team to perform the peer review.

____ I am willing to furnish complimentary lodging for one night to the review team.

To help schedule a peer review, the best time for the peer review would be:

Dates Available _____ Weekday _____ Weekend _____

Times of the day most convenient _____

Signature _____ Date _____

PLEASE NOTE: THE BOARD OF DIRECTORS VOTED IN MAY, 2000, THAT PEER REVIEWS WERE GOOD FOR THREE YEARS. IN ORDER TO REMAIN A REGULAR MEMBER IN GOOD STANDING WITH BBAAIP, A PEER REVIEW WILL NEED TO BE COMPLETED BY JANUARY 31 THREE YEARS AFTER THE YEAR THE PEER REVIEW WAS DONE. (EXAMPLE: PEER REVIEW DATE 8/19/00. NEXT PEER REVIEW COMPLETED BY JANUARY 31, 2003.)