



**TOURISM GRADING COUNCIL
OF SOUTH AFRICA**

Lodge Accommodation Grading Criteria

Lodge Accommodation Grading Criteria

Serviced Accommodation includes:

- Hotels
- Lodges
- Guest houses
- Bed and breakfasts

Each establishment wishing to be graded needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations. The criteria cover:

- The building exterior;
- The bedrooms;
- The bathrooms;
- Public areas;
- Dining facilities;
- Food and beverage;
- Services and Service; and
- Housekeeping.

Not all areas will be applicable to all establishments. Where an area is not applicable it will not only not be graded but the lack of the facility/service will not count in the overall grading score i.e. establishments will not be penalised for not having a service/facility beyond the minimum requirements.

The grading assessor will award a score between 1 and 10 for each area assessed. The score will be based on:

- The assessor's experience which will comprise a balance between quality and condition (taste and fashion will not have an influence); and
- Consumer feedback and comments.

The score is defined as follows:

Excellent	10
Very good	9
Good	8
Standard	6 or 7
Acceptable	5
Poor	3 or 4
Unacceptable	1 or 2

Examples of excellent/very good, good, standard, acceptable and poor standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer assessors and property owners/managers in the right direction in

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respect of scoring. In addition, an establishment need not comply with all criteria under a specific score in order to receive that score.

Required Overall Score for each Grading Band

5-Stars

Overall score of	95% - 100%
Items to score	9 or 10
No more than 2 items to score	8

4-Stars

Overall score of	81% - 94%
Items to score	8 or more
No more than 2 items to score	7
All service elements to score	8, 9, or 10

3-Stars

Overall score of	71% - 80%
Items to score	7 or more
No more than 2 items to score	6
All service elements to score	8, 9 or 10

2-Stars

Overall score of	61% - 70%
No unacceptable items	Less than 3
Items to score	6 or more
No more than 2 items to score	5
All service elements to score	7, 8, 9 or 10

1-Star

Overall score of	51% - 60%
No unacceptable items	Less than 3
All service elements to score	7, 8, 9 or 10

Exterior

1. Appearance of Buildings

10 – 9 In new buildings, absence of weathering, fresh well-maintained paintwork, an overall clean and “new” look. Alternatively, in older buildings no unsightly staining and well-maintained paintwork. Visible outbuildings or annexes to be of a similar standard. External lighting. Good clear signage. Addition of attractive architectural features, port cochere, etc.

8 High quality maintenance of paint and/or stone/brickwork though some natural weathering may be present. All areas of paintwork to be in sound condition. Some additional external features to enhance appearance.

7 – 6 Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. “Plain” architectural features but still appropriate to the market.



- 5 - 4 - 3** Some areas of paint may be ageing and rather weathered. Small defects, damage, cracks, etc. No evidence of recent repairs, paintwork, etc. Ageing signage.
- 2 - 1** Generally neglected buildings. Obvious structural defects or damage. Flaking paint, illegible signs, rotting wood.

2. **Grounds and Gardens**

All facilities within the grounds should be evaluated in this section, including: gardens, tennis courts, swimming pools, bowling greens, volleyball courts, children's play areas, etc.

- 10 - 9** Evidence of systematic programme of maintenance – well-tended formal gardens or attractive “natural” environment. Tidy and well-lit pathways. Attractive appearance throughout the year. Well-maintained driveway and entrance. No disorder or rubbish and no evidence of litter. Provision of garden furniture or architectural features appropriate to the nature of the market attracted to the establishment.
- 8** High standards of maintenance in formal gardens. Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas. External lighting, etc and good driveway. Some architectural features appropriate to the market.
- 7 - 6** No overgrown, tangled areas. Immediate surrounds kept tidy and well maintained. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. No potholes in driveway. Some external lighting. Clear access.
- 5 - 4 - 3** Gardens and enclosed area around the establishment are kept under control. Little attempt at interesting design. Drive may have an uneven surface. Domestic disorder kept to a minimum.
- 2 - 1** Neglected and overgrown appearance. Badly surfaced driveway with large pot-holes/puddles. Rubbish and clutter visible. Disorderly appearance. Poor lighting, difficult to find.

3. **Parking**

- 10 - 9** Marked parking bays in a secure environment. External security lighting. Secure enclosure for vehicles close to accommodation (if appropriate to the market). In B&B secure, well-lit parking area.
- 8** Organised, secure parking close to accommodation. In B&B secure parking within confines of grounds.
- 7 - 6** Parking in secure environment but not necessarily organised. Parking outside grounds with little/no security, but in very close proximity (e.g. on the pavement outside establishment).
- 5 - 4 - 3** Little attempt to control parking. In B&B unsecured parking outside grounds, but in very close proximity (e.g. on the pavement outside establishment).
- 2 - 1** Owner vehicles taking up most of available parking space. No parking available.



Bedrooms

If there are a number of bedrooms which may have been decorated or refurbished at different times they may each be assessed at a different level of quality and condition. In this case the lowest mark is applied.

4. Decoration

- 10 - 9** High quality wall covering (paint or wallpaper). Attention to detail, thoughtful co-ordination of patterns, colours and textures. If plain décor then addition of high quality pictures, objects d'art, etc although some styles require a "minimalist" approach. All work should look professional and be well executed.
- 8** High quality wall covering, but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
- 7 - 6** Competent job of applying wall covering of average quality. Some pictures in good frames. Attempt to co-ordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room décor may range from excellent/very good to good.
- 5 - 4 - 3** Ageing décor, which was only of an average quality to begin with. Amateurish application of paint/wall paper. Little attention to detail. Plain style with no adornment. Some wear and tear.
- 2 - 1** Low-grade materials poorly executed. Uncoordinated styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/graphics (if any) or wall hangings. Unsightly pipework, exposed wiring. Signs of damp.

5. Furniture and Furnishings

- 10 - 9** Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition. Full, well-lined curtains with appropriate accessories, in working order. Electronic goods of excellent quality and in excellent condition.
- NB: some excellent antique furniture may show signs of "distress" which does not detract from its excellence depending on the degree of deterioration.
- 8** High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and furnishings. Some contract furniture even when brand new will only be "very good". Well cared for domestic furniture in a B&B may be very good. Curtains to be full and effective in retaining heat/keeping out light. Good quality electronic goods in good condition.
- 7 - 6** Furniture which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying on furniture. No jarringly uncoordinated styles – all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.



- 5 - 4 - 3** Furniture of average quality and in well-used condition. Little co-ordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft furnishings. Out-dated electronic equipment but in good working order or new equipment in poor state of repair.
- 2 - 1** Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electronic goods: Very old, not working, components broken, badly tuned, channels not conforming to directory, etc.

6. **Flooring and Ceiling**

- 10 - 9** High quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. Alternatively excellent quality domestic carpeting, fit for purpose, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Ceiling to be of excellent quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted with no marks, or stains.
- 8** High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs. Ceiling of good quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted.
- 7 - 6** High quality carpet with flattening in areas of most traffic but all in sound condition – may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Competent job of ceiling application and ceiling of average quality. Paintwork competently applied, although not necessarily professionally done.
- 5 - 4 - 3** Carpets show considerable use – flattened spots, bleaching by windows, some thinning. Unprofessional fitting – ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Poor quality ceiling, amateurishly fitted, but no evidence of sagging. Ceilings slightly stained, paintwork poorly done.
- 2 - 1** Distinct signs of wearing – visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting – gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn-through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Poor quality ceilings sagging in places, evidence of water seepage. Stained paintwork, paintwork old and amateurishly done.

NB: in all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.



7. Beds and Linen

- 10 - 9** Beds sizes frequently larger than standard size. Sound mattresses and spring bases. Decoration, interesting bedframes (excellent quality). High quality linen, “crisply” laundered. A good supply of pillows, cushions. Thick, weighty blankets with spares available. Good quality duvet (season dependent) co-ordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, co-ordinated with bedroom décor and other soft furnishings. Valances where appropriate. Headboards offering a degree of comfort and free from head or other stains.
- 8** Very good firm mattresses and sound base. All bed linen and bedding to be of high quality though may not be in a brand new condition - co-ordinated with other soft furnishings. Bed frames may be of an older style, but in good condition and good quality.
- 7 - 6** Standard domestic quality bed frames, divans and mattresses – all in sound condition. Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes, wear. Headboards may be a simple wooden board or continental pillow.
- 5 - 4 - 3** Domestic mattresses that are well used, thin on shallow divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames. Linen of cheaper polyester mixture, thinning, faded. Thin pillows.
- 2 - 1** Mattress with little or no resistance or bounce. Legs loose, caster/s missing, stains, marks, and holes. Creaking frame, sagging supports. Cheap sheets with fraying edges, holes, faded.

8. Temperature Control

- 10 - 9** Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature of between say 18°C and 25°C. Appropriate to size and location of room. Apparatus in excellent condition. In hotels an excellent score would apply for ducted or remote controlled air-conditioning. In B&B new domestic, excellent quality heating or cooling (free standing/wall or ceiling mounted) appliance is acceptable (fan, heater, air-conditioner).
- 8** Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners would receive an 8 rating. In B&B, new, good quality domestic heating or cooling (free standing wall or ceiling mounted) appliance is acceptable (fan, heater, air-conditioner).
- 7 - 6** Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here. In B&B good quality, not necessarily new heating or cooling, freestanding appliances are acceptable.
- 5 - 4 - 3** Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. In B&B low quality heating or cooling, freestanding appliance in good condition is acceptable.



2 - 1 Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.

9. Lighting

10 - 9 Overall high standard of illumination in room. Controllable dimness/glare. Light sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. Picture lights, recessed spot lamps. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.

8 Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamps bases, etc.

7 - 6 More than adequate room light. Quality bedside and/or bedhead lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.

5 - 4 - 3 Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.

2 - 1 Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.

10. Accessories

10 - 9 A wide range of high quality extras for guest use e.g.:

- Fruit bowl,
- Plants,
- Satellite television,
- Remote controls,
- Pay channels, videos,
- Books, magazines,
- Suit stand,
- Suit press,
- Mending kit,
- Potpourri,
- Shoe polishing cloth or pad,
- Biscuits,
- Pack of cards, games,
- Mineral water,
- Sweets, mints or chocolates,
- Tea tray,
- Variety of teas and coffees,
- Chocolate drink,
- Fresh milk,
- Comprehensive room information, well presented,
- Mini bar, etc

8 A reasonable proportion of the above.

7 - 6 A small selection of the above.



5 - 4 - 3 One or two items only of average quality.

2 - 1 One or two items only of very poor quality.

11. **Spaciousness/Overall Impression**

10 - 9 A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax. Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities e.g. use of desk without having to move tea tray. TV visible from sitting area or bed. Unrestricted view of full mirror. No intrusive noise from other rooms or public areas.

8 Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a self-contained sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture. No creaky boards or intrusive noise.

7 - 6 Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas e.g. narrow access along sides of a double bed. A chair may serve a dual purpose – easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture i.e. TV on a wall bracket. No intrusive noise from plumbing, corridor, lifts, etc.

5 - 4 - 3 Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Noisy plumbing, sounds from adjoining rooms/corridor/lifts.

2 - 1 Furniture too large or plentiful for room. Access to most facilities restricted or awkward. Noises from other rooms/public areas clearly audible. Disturbance from music/noise in public rooms/areas.

Bathrooms

12. **Decoration and Flooring**

10 - 9 Highest quality floor and wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. Flooring well-fitted and free from stain or water damage.

8 May be high quality finish but not always recent – some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job. High quality floor covering or tiles.

7 - 6 Not necessarily recently decorated though in sound condition. Some signs of wear. Standard quality bathroom flooring. No stains or marks.

5 - 4 - 3 Lower quality materials, ageing, and evidence of poor standard of DIY. Very plain with no attempt at adornment. Grouting discoloured. Tired, dated style. Some stains and marks.



- 2 - 1 Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured, damp.

13. **Fixtures and Fittings**

- 10 - 9 High quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy cast iron or steel and enamel bath. Attractive shower screen. Good sized washbasin. Easily used, responsive controls. Plenty of hot water at all times.

- 8 Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order – no cracks, crazing or dull finish, no stains. Matching and co-ordinated styles.

- 7 - 6 Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.

- 5 - 4 - 3 Ageing fittings – dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/sealant. Some “module” bathrooms with very restricted space and inconvenient layout.

- 2 - 1 Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.

14. **Linen**

- 10 - 9 Full range of towel sizes – bath sheet, (bath towel optional), hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).

- 8 Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.

- 7 - 6 Good quality bath and hand towels in sound condition.

- 5 - 4 - 3 Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.

- 2 - 1 Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.

15. **Lighting and Temperature Control**



- 10 - 9** Lighting effective for all purposes – shaving, make-up, and contact lenses, particularly at washbasin/shaving point. Excellent quality fittings, recessed lights, spot lamps. In cold climate heated towel rails and/or other forms of heating should be provided.
- 8** High standard of light fittings – centre, main light plus adequate shaving light, possibly supplementary lights. Possible heated towel rail and/or other form of heating in cold climate.
- 7 - 6** Centre light and shaving light, well positioned providing adequate light.
- 5 - 4 - 3** Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
- 2 - 1** Gloomy, badly placed, ageing, damaged light fittings.

16. **Accessories**

- 10 - 9** Luxury toilet paper. A wide range of excellent quality accessories provided in the bathroom e.g.:
- Wrapped soap;
 - Shampoo,
 - Moisturiser,
 - Aftershave,
 - Cologne,
 - Shower gel,
 - Conditioner,
 - Talcum powder,
 - Tooth brushes,
 - Tooth paste,
 - Shower cap,
 - Toilet bags,
 - Tissues,
 - Cotton wool balls,
 - Cotton buds, etc.
- 8** A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
- 7 - 6** A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
- 5 - 4 - 3** One or two items from the above list of average quality. (Wrapped soap or shower gel is compulsory).
- 2 - 1** One or two items from the above list of poor quality. (Wrapped soap or shower gel is compulsory).

17. **Spaciousness**

- 10 - 9** Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.



- 8 Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
- 7 - 6 Adequate size of room for one person – may be shower only, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
- 5 - 4 - 3 Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
- 2 - 1 Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet.

Public Areas

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. This includes: conference facilities, corridors, public toilets, lounges, reception areas, fitness centres, business centres, etc.

18. Decoration

- 10 – 9 High quality wall covering in excellent condition. Evidence of co-ordinated design. Interesting architectural features, artwork, objects d’art, etc. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
- 8 Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to co-ordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
- 7 – 6 Standard “domestic” style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
- 5 - 4 - 3 Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Amateurish application of décor. Little design input or co-ordination. Tired.
- 2 - 1 Very old, faded, damaged wall covering. Evidence of damp/water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.

19. Furnishings and Fixtures

- 10 – 9 High degree of comfort and luxury. High quality in excellent condition. Attractive, co-ordinated extras. Decorative, occasional pieces in main room/s and corridors. In B&Bs high quality domestic furniture in excellent condition.
- 8 High quality furniture but not necessarily new. All in sound condition, but may have “lived-in” feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
- 7 – 6 Medium to high quality of manufacture but showing some wear and tear. May be rather dated but sound. Alternatively, new furniture of medium quality. Comfortable but with no degree of luxury.



- 5 - 4 - 3** Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
- 2 - 1** Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms/legs. Stained or grubby upholstery. Dated, jaded, unattractive.

20. **Flooring and Ceiling**

- 10 - 9** High quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. Alternatively excellent quality domestic carpeting, fit for purpose, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Ceiling to be of excellent quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted with no marks, or stains.
- 8** High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs. Ceiling of good quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted.
- 7 - 6** High quality carpet with flattening in areas of most traffic but all in sound condition – may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Competent job of ceiling application and ceiling of average quality. Paintwork competently applied, although not necessarily professionally done.
- 5 - 4 - 3** Carpets show considerable use – flattened spots, bleaching by windows, some thinning. Unprofessional fitting – ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality image flooring. Chipped wooden or tiled floors. Poor quality ceiling, amateurishly fitted, but no evidence of sagging. Ceilings slightly stained, paintwork poorly done.
- 2 - 1** Distinct signs of wearing – visible canvas/backing fabric, patches, stains, discolouration, obvious worn seams. DIY fitting – gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn-through older ones. Wooden floors in need of a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Poor quality ceilings sagging in places, evidence of water seepage. Stained paintwork, paintwork old and amateurishly done.

21. **Lighting**

- 10 - 9** Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect – showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.



- 8 High quality fittings with more adequate spread of illumination for practical use, though no or limited sophisticated use of lighting “effects”. Occasional lamps, reading lights, perhaps picture lights.
- 7 - 6 More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
- 5 - 4 - 3 Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
- 2 - 1 Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

22. **Atmosphere and Ambience**

- 10 - 9 Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features, spacious rooms. No intrusive noise. In a B&B no intrusion of boisterous pets.
- 8 Comfortable, relaxed feel. May be some busy activity or music in background but not intrusive. Co-ordinated décor, finishing, etc.
- 7 - 6 Comfortable seating area but may be used for other things at times. A degree of activity but not irritating. In a B&B some evidence of family activities. Domestic family atmosphere.
- 5 - 4 - 3 Busy area with numerous activities going on – “corridor” effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
- 2 - 1 Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

Dining Facilities

23. **Decoration**

Same as public areas and should be assessed as part of public areas if an open plan area. Dining area assessed separately to public areas if a separate room. In B&B can be assessed under public areas.

- 10 – 9 High quality wall covering in excellent condition. Evidence of co-ordinated design. Interesting architectural features, artwork, objects d’art, etc. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
- 8 Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Co-ordinated design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.



- 7 – 6 Standard “domestic” style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
- 5 - 4 - 3 Moderate quality, ageing. Some slight damage, wear and tear. Dated style. Amateurish application of décor. Little design input or co-ordination. Tired.
- 2 - 1 Very old, faded, damaged wall covering. Evidence of damp/water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.

24. **Furnishings**

General principles of furnishings in public areas with additional considerations.

- 10 - 9 High degree of comfort, well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Spacious tables.
- 8 All of high quality but not necessarily the same design though co-ordinated. Good sized tables.
- 7 - 6 Moderate quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
- 5 - 4 - 3 May be quite a mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Tables close together.
- 2 - 1 Inadequate table size – cluttered and inconvenient. Cramped, uncomfortable layout.

25. **Flooring and Ceiling**

Same as public areas and should be assessed as part of public areas if an open plan area. Dining area assessed separately to public areas if a separate room.

- 10 - 9 High quality fitted carpets (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. Alternatively excellent quality domestic carpeting, fit for purpose, professionally laid and in pristine condition. High quality wooden or tiled flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Ceiling to be of excellent quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted with no marks, or stains.
- 8 High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs. Ceiling of good quality and professionally fitted, no sagging ceilings or evidence of water leakage or seeping. Professionally painted.
- 7 - 6 High quality carpet flattening in areas of most traffic but all in sound condition – may be some small discolouration in places. Alternatively, cheaper new carpet. Wooden or tiled floors a little scratched in places. Competent job of ceiling application and ceiling of average quality. Paintwork competently applied, although not necessarily professionally done.



- 5 - 4 - 3** Carpets show considerable use – flattened spots, bleaching by windows, some thinning. Unprofessional fitting – ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality image flooring. Chipped wooden or tiled floors. Poor quality ceiling, amateurishly fitted, but no evidence of sagging. Ceilings slightly stained, paintwork poorly done.
- 2 - 1** Distinct signs of wearing – visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting – gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn-through older ones. Wooden floors in need of a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Poor quality ceilings sagging in places, evidence of water seepage. Stained paintwork, paintwork old and amateurishly done.

26. **Lighting**

Same as public areas and should be assessed as part of public areas if an open plan area. Dining area assessed separately to public areas if a separate room.



- 10 - 9** Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect – showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
- 8** High quality fittings with more adequate spread of illumination for practical use, though no sophisticated use of lighting “effects”. Occasional lamps, reading lights, perhaps picture lights.
- 7 - 6** More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
- 5 - 4 - 3** Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
- 2 - 1** Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

27. **Menu Presentation**

- 10 - 9** Clear, informative layout. Attractive design in excellent condition – no grease, thumbprints, wine stains, written corrections, etc. Wine set out in clear sections and all available.
- 8** High standard of presentation. May show a little wear, though not dirty. Where wines are not available – clearly marked. No written corrections
- 7 - 6** Intelligible layout but not too top quality production. Clean, nor worn or grubby. Large majority of wines available and those that are not – clearly marked.
- 5 - 4 - 3** Scrappy appearance, well used, stained. Many wines out of stock – not marked, vintages wrong.
- 2 - 1** Dirty, dog-eared. Difficult to read. Wine list out of date, bears little relation to what is available.

28. **Table Appointment**

Cognisance will be taken of the nature and style of the establishment.

- 10 - 9** An emphasis on style and high quality (stainless steel, silver, etc). All pieces of cutlery and crockery matching and co-ordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/cloth napery. Large napkins. Equally high quality accessories – ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/crystal for different uses.



- 8 Items of similar style and quality as in “excellent” but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
- 7 - 6 Middle to high range domestic cutlery and crockery – all in sound condition and main service matching. Perhaps accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
- 5 - 4 - 3 Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/packets.
- 2 - 1 Mis-match patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.

29. **Atmosphere and Ambience**

- 10 - 9 Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience. In a B&B may be a comfortable family dining room with high quality domestic furniture.
- 8 High standard of fabric. Perhaps busy, with some background noise. Tables rather close together. A little noise from bar or in a B&B sound of family in kitchen. Smaller room, atmospheric lighting.
- 7 - 6 Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas. In a B&B – may be some evidence of family i.e. games, knitting machine but tidy and not cluttered.
- 5 - 4 - 3 Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy
- 2 - 1 Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy. In B&B table clearly used for other purposes, clutter all around.

Food and Beverage

Applies to outsourced as well as internal F&B – if the guest views the outsourced facility as being part of the hotel establishment (irrespective of whether the dining product is branded) it should be included in the assessment.

30. **Dinner Presentation**

- 10 - 9 Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/refreshed. In a B&B careful thought as to combinations of texture and colour. In simpler dishes – use of garnish, tidy, neat arrangement.
- 8 Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.



- 7 - 6 Attractive arrangement and garnish. Neat arrangement on plate.
- 5 - 4 - 3 No real attempt to enhance appearance. No variety of colours/textures. No careful arrangement. Some drying out of food, wrinkled skin on sauce. Not particularly hot.
- 2 - 1 Badly presented. No garnish. Dull combination. Lukewarm.

31. **Dinner Quality**

- 10 - 9 Skilful use of finest, fresh ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for most tastes.
- 8 Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh ingredients.
- 7 - 6 Maybe a mixture of fresh ingredients and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
- 5 - 4 - 3 Low quality food or inexpertly prepared. Not very appetising but edible.
- 2 - 1 Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.

32. **Breakfast Presentation and Quality**

- 10 - 9 Cold buffet neatly set out, attractive containers. May opt for plated cold courses. In hotel, preferably refrigerated counter. Good range of hot and cold food. Preferably plated main course and eggs cooked to order (if present). High quality fresh ingredients and wide choice. Speciality foods and unusual dishes. Wide selection of breads and pastries.
- 8 Smaller range of items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items. High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order.
- 7 - 6 Standard range of cold courses. Limited range of choice for cooked items. All ingredients of good quality – competent cooking, but no unusual or sophisticated dishes. Some choice available.
- 5 - 4 - 3 Only basic breakfast and limited choice for cold and hot courses. Low quality ingredients – small portions.
- 2 - 1 No choice. Low quality ingredients, badly cooked.

Services and Service

33. **Welcome, Friendliness, Attitude**



- 10 - 9** Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.
- 8** Cheerful demeanour and attitude. Guests will be shown to room and given necessary information – told to ask if anything else required.
- 7 - 6** Pleasant appearance. Willingness to help when asked.
- 5 - 4 - 3** Neutral behaviour – no particular enthusiasm – just doing the job.
- 2 - 1** Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.

34. Reservation, Check-in and General Efficiency

- 10 - 9** Efficient and helpful telephone reservation – all details taken down and checked and all necessary information given. Prompt, thorough check-in. All necessary information given to guests – layout of property, available facilities, meal times, etc. Any messages forwarded promptly. Efficient communication with other departments – summoning porter, booking restaurant table, etc.
- 8** Reservation dealt with promptly and all necessary information taken and provided. Efficient check-in. Perhaps not always given full information about facilities. Good responses to any requests, but guest's needs aren't anticipated.
- 7 - 6** Reservation dealt with fairly well and all necessary information taken and provided. Registered, given key and directed to room. All requests dealt with pleasantly.
- 5 - 4 - 3** Name and address taken. Minimal information given. Key given, no directions to room. Rather unwilling response to any requests.
- 2 - 1** Name only taken. Administrative errors not proficiently rectified. Surly manner. Marked reluctance to give any help.

35. Porterage

Porterage may not apply to all serviced accommodation, but some assistance with luggage is expected at all 4- and 5-star hotels.

- 10 - 9** Smart, helpful manner of staff readily available. Good knowledge of hotel facilities and local area.
- 8** Willing and friendly, and reasonably knowledgeable about most matters – willing to find out. May have other duties but endeavours to be prompt.
- 7 - 6** Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside hotel environs – happy to help where he/she can.
- 5 - 4 - 3** Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.



- 2 - 1** Bags ignored and/or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful – clearly resents having to carry other people’s bags. Not interested in helping guests.

36. Room Service

Applies to outsourced as well as internal room service.

- 10 – 9** High standard of promptness and efficiency. Telephone answered promptly. Order delivered with minimal delay. Attentive manner. Orders correct – no items wrong or missing. Appropriate condiments. Attractive presentation. Cutlery and napkin provided. DIRTIES removed at earliest convenience.
- 8** Order taken in pleasant manner. Delivered in reasonable time. Pleasant attitude. Order correct. Asked if anything else required. Tray collected from outside room. If outsourced a tray (table), plate, and cutlery is provided by the accommodation establishment on which the guest can place their food.
- 7 – 6** Order taken efficiently. No undue delay. Order correct but condiments absent.
- 5 - 4 – 3** Some items on room service menu not available. Some delay in answering phone. Lengthy wait. Order partially correct, no napkin, knife and fork. Indifferent attitude. Told to leave tray outside room – not collected for several hours.
- 2 - 1** Long delay in answering phone. No knowledge of what is available. Room service not available until chefs come in for shift. Order wrong. No tray. DIRTIES never/taken long to clear away.

37. Public Area Service

- 10 - 9** Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented. Top ups offered.
- 8** Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away and ask.
- 7 - 6** Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
- 5 - 4 - 3** Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.



2 - 1 Surly inefficient staff – missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.

38. Meal Service

10 - 9 Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good judgement on timing of courses and drinks. Any further needs responded to. For breakfast a cheerful meet and greet, prompt service and dirties to be cleaned promptly and top-ups noted.

8 Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.

7 - 6 Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.

5 - 4 - 3 Low skills but basically pleasant. Informality bordering on inefficiency – not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills –arrogant, insensitive.

2 - 1 Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

39. Check-out Efficiency

10 - 9 Prompt attention. Bill correct in all details. Every item explained by receptionist. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.

8 Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.

7 - 6 Bill correct. Staff obviously willing and trying to be helpful.

5 - 4 - 3 Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.

2 - 1 Bill wrong and unexplained. Staff have no idea and are unwilling to assist customer. Surly manner. Long wait. Staff unable to cope with some forms of payment.

40. Tourist Information

10 - 9 Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.

8 As for excellent but limited range. Staff not as well versed.



- 7 - 6 Few pamphlets available on surrounding area. Staff able to assist but not well versed.
- 5 - 4 - 3 Limited information at reception only. Staff have very limited knowledge.
- 2 - 1 No information, or out-of-date information. Staff unable to assist.

Housekeeping

41. Bedrooms

- 10 – 9 High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Lights on and curtains drawn in the evening.
- 8 High standard of cleanliness but attention to detail may not come up to the same standard as “excellent”. One or two small areas of maintenance missed.
- 7 – 6 No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance – odd bulb blown. All surfaces free from dirt and polished.
- 5 - 4 - 3 Surfaces smeary/dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
- 2 - 1 – 0 Very heavy dust on surfaces, high and low. Debris in wardrobe/drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.

42. Guest Bathrooms

- 10 – 9 Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
- 8 Generally very high standard, but perhaps one or two slight lapses.
- 7 – 6 No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout.
- 5 - 4 - 3 Generally clean but lacking attention to detail – dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
- 2 - 1 Low standard of housekeeping – dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.



43. **Public Areas**

- 10 – 9** All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers fresh and well arranged. Newspapers, books, etc up to date and tidy. In B&B personal/family items all tidy and uncluttered.
- 8** Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
- 7 – 6** High level of cleanliness. Easy seating area may have “lived-in” feel – some books, magazines, etc on tables.
- 5 - 4 – 3** Clean but with some dust on high and low surfaces. Personal clutter. Books and magazine out of date, in untidy piles. Dying houseplants. Smears on surfaces.
- 2 - 1** Generally neglected housekeeping – carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/wilting plants. Ashtrays unemptied. Newspapers/books on floor. Dirty glasses/cups on tables.

44. **Public Toilets**

- 10 – 9** Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
- 8** Generally very high standard, but perhaps one or two slight lapses.
- 7 – 6** No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust.
- 5 - 4 - 3** Generally clean but lacking attention to detail – dust on low and high surfaces and in inaccessible places.
- 2 - 1** Low standard of housekeeping – dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.

45. **Restaurant**

- 10 – 9** High standard of cleanliness in all areas – no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
- 8** Generally high standard of cleanliness – no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
- 7 – 6** Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.



5 - 4 – 3 Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.

2 - 1 Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

46. **Appearance of Staff**

The nature of the establishment will be taken into account as formality may vary significantly.

10 - 9 Clean, neat, appropriate clothes. A general smart, well-groomed appearance. Sleeves and trousers the right length. Clothing fresh and well ironed. Hair clean and under control. Hands and fingernails clean. Polished shoes.

8 Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.

7 - 6 A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.

5 - 4 - 3 Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.

2 - 1 Dirty, stained, frayed, holed clothes, dirty shoes. Hands and fingernails grubby. Hair unwashed and out of control. Unshaven. Smelly.