



# APPROVAL REQUIREMENTS & DIAMOND RATING GUIDELINES L O D G I N G



PROFESSIONAL ON-SITE INSPECTIONS SINCE 1937



Inspected  
& Approved

# I ntroduction

Dear Hospitality Professional,

We genuinely value your interest in our unique AAA Inspected & Approved program. Only AAA solicits and combines travel preferences of over 59 million members with hospitality trends and opinion to create an inspection and approval process that is world renowned. Our program is designed to use professional travel experts and member-driven criteria to quantify and recommend only the finest accommodations in the most desired travel destinations. To that end, we proudly present the latest edition of the AAA Approval Requirements & Diamond Rating Guidelines for lodgings.

These guidelines are provided with two objectives in mind:

- ◆ To ensure our ratings program is accurate and relevant to the travel information needs of over 59 million AAA/CAA members.
- ◆ To provide a valuable reference to help property managers and owners achieve your goal of being AAA Inspected & Approved and Diamond Rated.

AAA values opportunities to partner with the hospitality industry by gathering your input, discussing our ratings and openly sharing with you how the Diamond Rating System applies to your property. We urge you to take full advantage of the information provided by AAA inspectors during evaluations, as our experts collectively visit more than 28,000 lodgings every year — gathering insight on a wide range of lodging styles and experiences across the United States, Canada, Mexico and the Caribbean.

We appreciate your continued service to members and participation in AAA programs.

Sincerely,

*Michael Petrone*

Michael Petrone, CEC  
Director, AAA Content Development



**A brief note about AAA and property inspections:** Since its inception in 1902 as a federation of independent motor clubs, AAA has existed to help make road travel safer and more enjoyable for its now more than 59 million members. AAA is a leading provider of roadside assistance, travel services and trip planning products, and an influential voice in automotive and travel safety legislation and funding. AAA offers member discounts, insurance and financial services.

More than 80 years ago, in 1937, AAA hired its first field representatives to inspect and report on lodgings and restaurants. In 1963, AAA introduced a rating system for lodgings, adding the diamond symbol in 1977 in honor of the association's 75-year anniversary. A decade later, the Diamond Rating system was expanded to include inspector ratings for restaurants, prompting AAA to seek industry input for its first comprehensive AAA Approval & Diamond Rating Guidelines for restaurants, published in 1989. Prior to this, only minimum Approval Requirements were printed and distributed on request.

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# SECTION ONE



## MEET THE INSPECTORS!

While we can't reveal their identities, we can offer you a closer look at the qualities and experiences that make AAA's seasoned industry professionals so fascinating.

### Meet the Experts

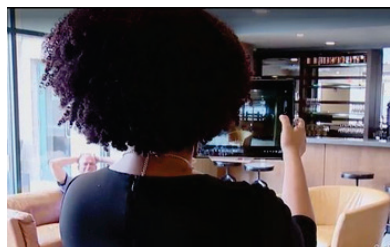
Scroll through creatively angled portraits that tell a story and captivating biographies on topics from previous jobs to food and travel tips.



**Inspector 511.** This former hotel general manager joined AAA's team of experts in 2008. He's traveled all over the U.S., as well as to Canada, Mexico and the Caribbean. A photography buff, he enjoys visiting national parks to view and photograph the natural landscapes. His favorite hotels are resort and casino hotels where there's always something going on and fun things to do. When it's time for R&R, he prefers the island vibe of Antigua, St. Lucia, St. Vincent and the Grenadines, Jamaica or the Bahamas. Favorite cuisine: French. Favorite Part of Job: Seeing fun places and meeting interesting people.

### Inspector Shadows

Tag along as reporters and bloggers follow AAA inspectors on actual lodging and restaurant evaluations, watching and listening as they look under bedspreads and sample the menus.



### Hotel Ratings Help Vacationers Separate Good From Bad

CBS Pittsburgh/KDKA, Jon Delano, May 2, 2017, Length: 2:27

KDKA editor went out on the street to ask folks how they make sure hotels they book are exactly what they want and followed AAA Inspector 593 as she rated a new Hotel Indigo in East Liberty. ...Read More

Twitter

Follow your favorite #AAAInspector @AAA\_Travel for a smorgasbord of entertaining observations and discoveries from the road.

AAATravel @AAA\_Travel · Oct 4  
Look what I stumbled upon today! The longitudinal center of #Canada. It's amazing the things you find along the road. - #AAAInspector 503



AAATravel @AAA\_Travel · Sep 26  
The championship croquet lawn at @OceanHouseRI will beckon you away from the beach - #AAAInspector 46 bit.ly/2fOLp9s

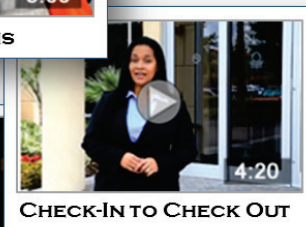


Inspection Videos

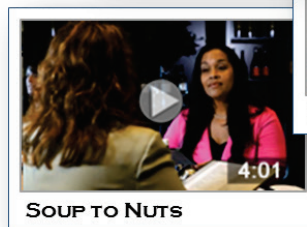
Enjoy a behind-the-scenes look at how AAA inspections are conducted. Follow along on an actual evaluation to see what inspectors expect and look for on the job.



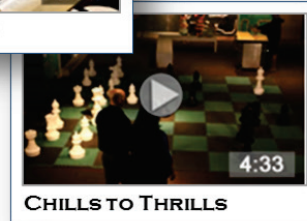
AAA INSPECTIONS



CHECK-IN TO CHECK OUT



SOUP TO NUTS



CHILLS TO THRILLS

Visit [AAA.com/Diamonds](http://AAA.com/Diamonds) for more!



## AAA Inspectors: THE Travel Experts

**W**hen AAA inspectors enter properties across North America – unscheduled and requesting prompt access to guest rooms – good things follow. That’s because, for more than 80 years, AAA has represented the gold standard for lodging and restaurant inspections.

Long before there were websites, social networks and consumer reviews to help travelers find a clean lodging and a good meal, AAA inspectors were looking under beds and tasting the meatloaf all along North America’s roadways. Since 1937, AAA has been conducting on-site evaluations and publishing the results to help members make informed travel decisions. AAA attributes this longevity to a system so reliable it benefits industry as much as travelers – plus a team of highly trained, full-time inspectors with extensive industry experience.

### ONE APPROVAL, FIVE DIAMONDS

Unlike many rating providers, AAA excludes substandard properties. “Only good options are AAA Inspected & Approved, so members can focus on the fit,” said AAA Director of Content Development Michael Petrone. “That’s where the Diamonds come in. After properties pass inspection they receive a rating of one to five AAA Diamonds.”



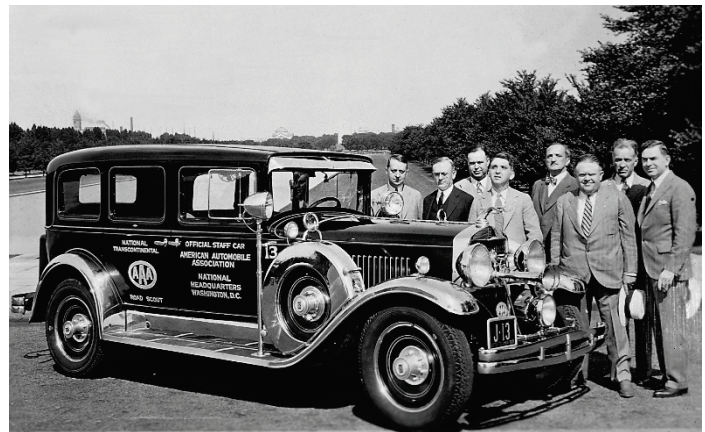
The number of Diamonds lets travelers know what to expect. Sometimes a good night’s sleep or a simple meal is all that’s needed. Other times the facilities, ambience and services are essential to the experience. “Each additional Diamond indicates more elaborate surroundings and attention from service staff,” said Petrone.

The guidelines inspectors apply follow a progression based on what’s typical across the industry, with increased expectations at each level. The attributes are weighted based on member priorities. “The collective result is a highly reliable way of categorizing,” said Petrone. “Travelers can use the quick-glance AAA Inspector Ratings or take in the full picture with the wealth of descriptive details also provided.”

### CONNECTING TO 59 MILLION MEMBERS

How do properties benefit from such scrutiny? They have the assurance of published, regularly calibrated Approval Requirements and Diamond Rating Guidelines – and an opportunity for immediate face time with inspectors to discuss the results, market trends and potential property changes.

Once ratings are confirmed, lodgings and restaurants are added to AAA’s database for listing in travel information and trip planning tools. This means exposure to 59 million AAA/CAA members in the resources they use to make travel planning and buying decisions – and eligibility for logo licensing and advertising programs for increased visibility and reach.



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## SECTION TWO

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### THE INSPECTION PROCESS

The inspection process includes three parts:

1. **Apply for an inspection** using the form available at [AAA.biz/Diamonds](http://AAA.biz/Diamonds).
2. **Fulfill AAA's Approval Requirements** and receive the AAA Inspected & Approved designation.
3. **Achieve your AAA Diamond Rating** calculated from objective rating scores recorded during the inspection and subjective elements based on the inspector's professional experience and training.

#### PART 1: Apply for an inspection

**By applying for – and/or consenting to – an inspection, you agree to allow AAA to publish your property information and the respective Diamond Rating in our digital and printed travel information.** Currently listed establishments need not reapply, as our inspectors routinely reassess Approved properties.

To expedite the application process, we suggest the following approach:

- Verify your property's eligibility by reviewing the [AAA Approval Requirements](#). Properties must meet all Approval Requirements to be valid applicants.
- Complete and submit the [Lodging Inspection Application](#) (pdf).
- Complete and submit the [Lodging Application Processing Fee Form](#) (pdf). The nonrefundable \$500 application processing fee helps offset the costs of validating property information; it does not guarantee an inspection or influence the outcome.

#### Important notes:

- If our records indicate past disqualifying issues, you may be asked to provide written documentation and receipts of the corrective action taken since then.
- AAA does not guarantee an immediate inspection of all properties that apply, and we reserve the right to apply priority consideration to those demonstrating the highest degree of AAA member value according to the following criteria:
  - PREFERRED LOCATION
  - NEWLY BUILT / RENOVATED
  - REPUTATION
  - HIGH DEGREE OF CLEANLINESS AND COMFORT
  - APPROPRIATELY MAINTAINED CONDITIONS
- We will provide written notice of your application status as soon as possible after completing our review.
- If your property is selected for inspection, the unannounced visit will occur within one year of the application date as we have an inspector available in your area.
- Basic listings in AAA travel products are provided without charge to AAA Inspected & Approved properties and those designated as FYIs.

For more information, review our [Applications FAQ](#).

## What to Expect During the AAA On-Site Inspection

### Introduction, Interview

On arrival (unannounced), the AAA inspector will speak with a property representative for a brief, but extremely important, interview to:

- Collect factual information for potential use in AAA travel products.
- Be advised by you of any recent changes and/or plans for improvement.
- Answer your questions.



### Property Assessment

Following the interview, the inspector will request a tour of all public areas and a cross section of guest rooms.

We strongly encourage owner/management and key personnel to participate during the inspection as our inspector will point out strengths and weaknesses of your property as appropriate\*.

*\*This valuable, no-cost dialogue is unique to the AAA inspection process.*

## PROPERTIES MUST MEET ALL AAA APPROVAL REQUIREMENTS BEFORE RATING FACTORS ARE ASSESSED.

### Assessment Summary

If a property meets all rating requirements and is Approved, the inspector will recommend a Diamond Rating based on the points assigned to public areas, guest rooms and bathrooms as noted at the time of the inspection. Each approved property will receive a AAA *Inspected & Approved* decal at the conclusion of the evaluation to affix in a visible property location. Additionally, we will provide you a AAA Inspection Summary by email which includes your property's Approval status and the Diamond Rating (if applicable)\*.

*\*This valuable information is unique to the AAA inspection process.*

For more information, review our [Inspections FAQ](#).





## PART 2: Fulfill AAA Approval Requirements

**AAA APPROVAL REQUIREMENTS REFLECT THE MINIMUM ACCEPTABLE STANDARDS AS ESTABLISHED THROUGH MEMBER FEEDBACK\*.**

*\*This research is unique to the AAA inspection process.*

To be designated as AAA Inspected & Approved, an establishment must pass inspection by meeting the following requirements:

### Cleanliness and Condition

1. All facilities associated with a property are clean and well maintained throughout.
2. At a minimum, each guest unit is thoroughly cleaned, with complete bed and bath linens changed between guest stays.
3. Basic housekeeping services and supplies are available on request.
4. All indoor areas are properly heated, air-conditioned and/or ventilated to ensure guest comfort.

### Management and Style of Operation

#### **Businesses will:**

5. Provide AAA/CAA members value in all aspects of operation.
6. Cater primarily to transient rather than residential guests, with four or more private units available for AAA/CAA members.
7. Maintain compliance with all local, state and federal codes.

#### **Owners/Operators will:**

8. Assist AAA in the resolution of AAA/CAA member complaints.
9. Accommodate unannounced AAA property inspections within 20 minutes of notice.
10. Conduct business in a professional and ethical manner — providing attentive, conscientious service to guests.
11. Place AAA/CAA members in AAA Inspected & Approved guest units only. Overflow buildings or guest units associated with the property, but not approved by AAA, are not acceptable accommodations.
12. Provide a responsible representative readily accessible at all times to address guest needs or requests.
13. Provide guests 24-hour access to communications for emergency or critical information.

#### **Owners/Operators will not:**

14. Use AAA branding (logo, Diamond Ratings) without AAA's explicit permission.

### Exterior and Public Areas

#### **Businesses will have:**

15. Accurate, legible signage in appropriate areas (e.g., entry, corridors, walkways, stairways, landings, parking areas).
16. Good illumination in all public areas (e.g., entry, corridors, walkways, stairways, landings, parking areas).
17. Procedures in place to ensure all facilities associated with a property and provided for guest use (e.g., restaurant, health club, gift shop, recreational facilities) meet all appropriate AAA Approval Requirements.

### Guest Rooms

#### **Each guest unit will have:**

18. A clean and comfortable bed with a mattress pad, two sheets, two pillows with pillowcases, and an appropriate bed covering.
19. A nightstand or equivalent by each bed, a chair, a writing surface, a waste container, drawers/shelving and clothes-hanging facilities.
20. Adequate shades, drapes, blinds or treatments to cover all windows or other transparent areas to provide guest privacy.
21. An adequate level of soundproofing to muffle exterior sounds.
22. An active light switch at the main entry.
23. Good overall illumination to include direct lighting at a writing surface and at each bed.

24. Exterior/hallway facing door(s) equipped with a functional *primary* lock **and** a *secondary* deadbolt lock.

**Primary lock** is a keyed mechanism that allows the door to be locked from the outside. Passkeys are strictly controlled and available only to recognized guests and essential associates for routine room access (e.g., management, housekeeping/maintenance staff, security).

**Secondary lock** is a mortised, deadbolt-locking mechanism with a one-inch throw extending from the edge of the door into the door frame. This extra device affords guests a certain level of privacy. Unlike the primary lock passkeys, master keys for secondary locks are available only to essential associates and only for emergency purposes (e.g., management or security).

**Secondary Lock Variances**

In certain instances, the requirement for secondary locks may be modified to allow exceptions or provide increased guest security. The most common are noted below. AAA claims the right of final arbitrator in all decisions related to locks.

**Sliding Glass Doors** – Each sliding door must be equipped with an effective locking device. An effective secondary security lock is required on all ground-floor doors and those accessible from common walkways and adjoining balconies.

**French Doors** – In addition to the deadbolt lock, surface-mounted slide bolts must be installed at the top and bottom to secure the stationary/auxiliary door. These bolts must extend into the upper doorframe and the lower doorframe or floor and must be strong and sturdy mechanisms.

25. Working deadbolt lock(s) on each door to connecting guest units or maintenance corridors.  
 26. A viewport or window (convenient to the door) for each entry door.  
 27. A working lock for each window in a ground floor unit.  
 28. A working smoke detector.

**Guest Bathrooms**

**Each guest unit will have:**

29. A private bathroom solely dedicated for use by the guest(s).  
 30. A toilet, sink with adequate shelf space, mirror, convenient electrical outlet and a tub/shower with a non-slip surface.  
 31. Good overall illumination to include direct lighting at the mirror(s).  
 32. Two bath towels, two hand towels, two face cloths and two cups/glasses.  
 33. Toilet tissue, a cloth bath mat, and two bars of soap or equivalent.  
 34. Non-porous surfaces (e.g., floors, walls, baseboards) in all toilet areas.

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**Approval Requirements and Diamond Rating Guidelines – what’s the difference?**

AAA’s Diamond Rating System comprises two distinct components. The *Approval Requirements* are uncompromising, mandatory standards that result in one of two outcomes: pass or fail. The *Diamond Rating Guidelines*, applied only to properties that meet the Approval Requirements, are somewhat flexible. The overall rating is based on a prevalence of expected attributes and the inspector’s professional judgment in the context of thousands of property inspections.

**Properties must meet all AAA Approval Requirements to be designated AAA Inspected & Approved.**

[Approval Requirements](#) are common-sense qualifications AAA/CAA members say are essential to their satisfaction and professional operators routinely seek to achieve.

**Properties must meet most AAA Diamond Rating Guidelines for a particular level to be assigned that rating.**

The [Diamond Rating Guidelines](#) reflect attributes *typically* — but not universally — observed throughout a lodging industry segment. Therefore, the lack of some components listed for a designated rating level does not necessarily preclude the achievement of that rating. During evaluations, inspectors assess each attribute of the property and assign the most appropriate rating that will provide the best match in meeting AAA member expectations.

**Not all guidelines apply to all property types.** For example, meeting rooms are not expected at a bed and breakfast, but are essential at a convention-oriented hotel. Additionally, downtown hotels may lack extensive landscaping

features in comparison to what is typical in more rural locations. AAA inspectors apply only those Diamond Rating Guidelines applicable for the property classification.

## PART 3: Achieve Your AAA Diamond Rating

### The AAA Diamond Rating Guidelines

**AAA DIAMOND RATINGS FOR LODGINGS REPRESENT A COMBINATION OF THE OVERALL QUALITY, RANGE OF FACILITIES, AND LEVEL OF HOSPITALITY OFFERED BY A PROPERTY.** The widely recognized and trusted AAA Diamonds help members choose lodgings that will meet their needs and expectations.

AAA's Diamond Rating Guidelines indicate what is typically found at each rating level — from simple economy to highly personalized luxury. The Diamond Rating is determined based on a compilation of all property characteristics, with a focus on the overall guest experience rather than on individual elements. While properties at the same rating level may have variations in the attributes offered, a predominance of characteristics from a particular rating level drives the rating.

The inspector's Diamond Rating recommendation is based on both the Diamond Rating Guidelines and professional judgment — an essential component of the rating assessment. Our inspectors are North America's travel experts, immersed in the hospitality industry on a daily basis as they conduct more than 29,000 lodging inspections per year.

### What the Diamonds Mean

#### One Diamond



Budget-oriented, offering basic comfort and hospitality.

#### Two Diamond



Affordable, with modestly enhanced facilities, décor and amenities.

#### Three Diamond



Distinguished, multifaceted with enhanced physical attributes, amenities and guest comforts.

#### Four Diamond



Refined, stylish with upscale physical attributes, extensive amenities and a high degree of hospitality, service and attention to detail.

#### Five Diamond



Ultimate luxury, sophistication and comfort with extraordinary physical attributes, meticulous personalized service, extensive amenities and impeccable standard of excellence.



## Glossary

When you see the following terms used in the following Diamond Rating Guidelines pages, please refer back to this page for more information.






- **Basic** – Of, relating to, or forming the base or essence; simplest form; minimal amounts.
- **Connective Technology/Connectivity** – The integration of technology and information systems that allow guests and lodging operators to interact on an increasingly personalized and technologically connected basis.
- **Decorative** – Obvious ornamental embellishment with attractive results.
- **e.g.** – For example. Items following are only examples of what is typical and should not be interpreted as a required appointment.
- **Leading Edge** – Most advanced in their profession; luxuriant, luxury materials, highly fashionable/grand design and functionality working in sync to provide a sumptuous level of comfort.
- **Luxurious** – Characterized by opulence, sumptuousness, or rich abundance; extremely comfortable, elegant or enjoyable.
- **Modest/Modestly Enhanced** – More than basic; slight enhancement; limited in size or scope.
- **Upscale** – Obviously high grade; upmarket, luxurious feel; cohesive designs; not just the latest trend.

### KEY NOTES:

- **Additional Impressions** – All areas may be subject to point additions/subtractions related to the subjective impressions of the inspector pertaining to comfort, design and layout, or other unique features.  
Note: AAA/CAA members express significant dissatisfaction with additional *non-use fees* (e.g., “resort fees”, safes, microwaves, refrigerators, etc.). Free and effective internet bandwidth within the guest room is also a typical guest expectation.
- **Additional Features** – Some features and amenities (recreation facilities, microwaves, coffeemakers, iron, etc.) are not rated on a 1-5 Diamond scale, but are factored into the overall property rating based on availability and/or general quality according to AAA member expectations for the rating level.
- **Exceptions** – Not all of the Diamond Rating Guidelines will apply to all property types. AAA inspectors will only use the sections of the Diamond Rating Guidelines that are appropriate for the property classification in assessing the overall Diamond Rating. *If an attribute exists at the property, it will be rated accordingly.*



**EXTERIOR**

	 <b>1</b> BUDGET-ORIENTED	 <b>2</b> ENHANCED	 <b>3</b> DISTINGUISHED	 <b>4</b> REFINED	 <b>5</b> ULTIMATE LUXURY
<b>General Curb Appeal</b>	Minimal quantity, variety and/or coordination of basic materials  Basic design and effect	Increased quantity, variety and/or coordination of materials  Modest design and effect	Decorative materials  Well-coordinated and distinctive design  Significantly enhanced effect	Upscale materials  Substantial, cohesive and impressive design  Upscale effect	Luxurious materials  Leading-edge design and effect
<b>Building Structure &amp; Design</b>	Basic materials, design and/or function	Modest enhancements to materials, design and/or function <i>e.g., roof mansard, gable, cupola, window shutters/sashes, siding, columns, railings</i>	Significant decorative enhancements to materials, design and/or function in the most prominent structural areas, such as the façade  Obvious distinctive effect <i>e.g., enhanced roofs, window treatments/moldings, stone/veneer accents or balconies</i>	Upscale enhancements  Substantial, cohesive and impressive design and effect throughout the property footprint	Grand architectural features  Leading-edge design and effect throughout the property footprint
<b>Landscaping</b>	Minimal quantity, variety of plants and/or landscape materials  Basic surroundings and visual interest	Modest enhancements to quantity, variety of plants and/or landscape materials  Some surroundings reflect a coordinated design of moderate visual interest	Significant, decorative enhancements to quantity, variety of plants and/or landscape materials  Overall decorative design  Creates an obvious visual interest in most areas	The entire grounds are professionally planned and manicured with an extensive use of appropriate, mature plants and landscape materials  Cohesive, upscale design that withstands seasonal weather conditions  At least one upscale accent feature <i>e.g., statuary, water feature, serenity garden</i>	Luxuriant landscape materials  Leading-edge design and effect that withstands seasonal weather conditions  Multiple upscale accent features are meticulously integrated by design <i>e.g., statuary, water feature, serenity garden</i>

EXTERIOR

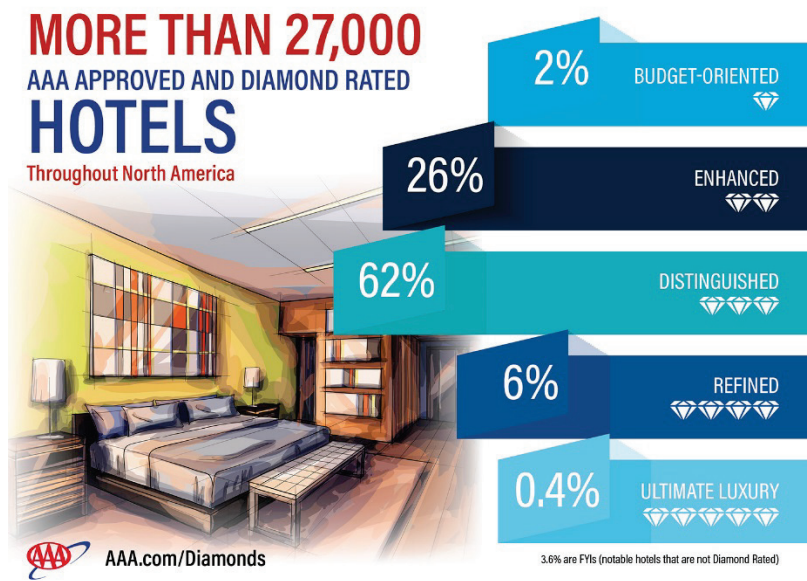
	1 BUDGET-ORIENTED	2 ENHANCED	3 DISTINGUISHED	4 REFINED	5 ULTIMATE LUXURY
<b>Main Entrance</b>	Basic materials, design and/or function	Modest enhancements to materials, design and/or function	Significant decorative enhancements to materials, design and function	Upscale materials, design	Luxurious materials
	Covered entry door	Covered entry door	Covered drive-through entry capacity is appropriate for the size of the lodging (minimum two-car width or depth)	Covered drive-through entry with capacity greater than two-car width and depth	Leading-edge design and effect
	If covered entry has drive-through capability, capacity is limited to one-car width	If covered entry has drive-through capability, capacity is limited to one-car width	At least three additional features <i>e.g., bench seating, double entry doors, automatic entry doors, revolving doors, entry vestibule, enhanced façade or driving surface</i>	At least three additional features <i>e.g., bench seating, double entry doors, automatic entry doors, revolving doors, entry vestibule, enhanced façade or driving surface</i>	Covered drive-through entry with capacity greater than two-car width and depth
		One additional feature <i>e.g., bench seating, double entry doors, automatic entry doors, revolving doors, entry vestibule, enhanced façade or driving surface</i>			Expanded drive or courtyard

**Additional Guest Impressions and Features**

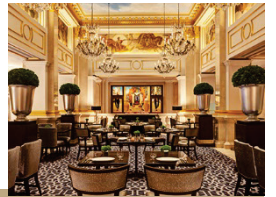
The following items are not assigned a Diamond Rating, but are factored into the overall rating of the exterior/public areas.

**Location** – The impression made by the location of the property, proximity to attractions or natural features.






**Parking** – The availability of free on-site parking for guest vehicles.

















**PUBLIC AREAS**

	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<b>General Décor Style</b>	<p>Predominantly basic materials, design</p> <p>Minimal function and/or coordination</p> <p>Adequate level of comfort</p>	<p>Modest enhancements to materials, design</p> <p>Increased function and/or coordination</p> <p>Enhanced level of comfort</p>	<p>Distinctive style</p> <p>Significant enhancements to materials, design</p> <p>Well-coordinated, with increased functionality; open-concept designs that facilitate social interaction</p> <p>Obvious degree of comfort</p>	<p>Upscale materials, design and/or function</p> <p>Well-coordinated, with increased functionality; open-concept designs that facilitate social interaction</p> <p>Exceptional degree of comfort</p>	<p>Luxurious materials</p> <p>Leading-edge design and effect</p> <p>Exceptional degree of comfort</p>
<b>Floor Coverings</b>	<p>Basic materials, design <i>e.g., basic linoleum/sheet vinyl, plain ceramic tile, painted concrete, low density pile carpet (with limited/no padding—floor feels hard)</i></p>	<p>Modestly enhanced materials <i>e.g., floating wood laminates, patterned linoleum/vinyl, polished/stamped concrete, carpet tiles, medium density pile carpet of simple design/pattern (with padding that provides average comfort underfoot)</i></p>	<p>Decorative materials and distinctive design with patterns, textures or inlays <i>e.g., enhanced wood laminates, engineered wood flooring, carpet, ceramic/stone/glass tile, terra cotta, luxury vinyl tile/plank</i></p> <p>Hard-surfaced floors have decorative area rugs in seating areas and other locations as appropriate</p>	<p>Highest grade materials and upscale design with patterns, textures or inlays <i>e.g., wood, marble or other upscale stone floors, high density pile carpet (with padding that provides exceptional comfort underfoot)</i></p> <p>Hard-surfaced floors have upscale area rugs in seating areas and other locations as appropriate</p>	<p>Highest grade materials with custom inlays or textured enhancements <i>e.g., wood, marble or other upscale stone floors, high density pile carpet (with padding that provides exceptional comfort underfoot)</i></p> <p>Leading-edge design and effect</p> <p>Area rugs are luxurious</p>
<b>Free Floor Space</b>	<p>Obviously restricted by size and/or placement of appointments</p>	<p>Modest restrictions due to size and/or placement of appointments</p>	<p>No restrictions, as placement of appointments is well-proportioned to area size and traffic flow</p>	<p>Area size and placement of appointments provide an obvious degree of spaciousness allowing increased ease of movement for guests</p>	<p>Area size and placement of appointments provide an abundance of space that contributes to the ultimate level of comfort and relaxation</p>

**PUBLIC AREAS**






	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Furniture Quality &amp; Design</b>	Basic materials, design  Minimal function and/or coordination  Provides an adequate level of comfort	Modest enhancements to materials, design  Increased function and/or coordination  Provides an enhanced level of comfort	Significant distinctive enhancements to materials, design  Well-coordinated with increased functionality  Provides an obvious degree of comfort	Upscale materials <i>e.g., granite/stone, solid wood, polished metals, high-gloss lacquers, veneer finishes with solid wood accents, high-grade laminate insets</i>  Upscale design and/or function <i>e.g., antiques, leather, plush padding, designer fabric, sculptured shape, crisp line</i>  Exceptional degree of comfort	Luxurious materials  Custom workmanship  Leading-edge design and effect  Exceptional degree of comfort
<b>Guest Service Area(s)</b>	Basic, small counter registration	Enhanced front desk <i>e.g., size or design</i>  Multiple guest service capability	Enhanced front desk/pods/alternative check-in methods  Multiple guest service capability  Part of a spacious common area  Uniformed staff	Enhanced front desk/pods/alternative check-in methods  Multiple guest service areas <i>e.g., front desk, bell stand, concierge, video kiosk</i>  Part of a spacious common area  Uniformed staff	Enhanced front desk/pods/alternative check-in methods  Multiple guest service areas <i>e.g., front desk, bell stand, concierge, video kiosk</i>  Part of a spacious common area  Uniformed staff  Staffed concierge area (minimum 16 hrs./day)
<b>Illumination</b>	Basic fixtures  Good level of overall illumination	Modestly enhanced design, materials, positioning and/or function  Good level of overall illumination	Decorative and well-coordinated design, materials and/or function  Well-positioned  Good level of overall illumination	Fixtures reflect upscale design  Well-positioned  Excellent level of overall illumination enhances the intended use of the space	Custom fixtures of outstanding quality  Well-positioned  Excellent level of overall illumination enhances the intended use of the space  Leading-edge illumination effect that provides day/night transition

**PUBLIC AREAS**






	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<b>Seating Layout</b>	Minimal or no capacity	Expanded overall capacity  Multipurpose hard and soft seating	Expanded overall capacity  Expanded capacity for each function (soft seating, dining, workspaces)	Expanded overall capacity  Expanded capacity for each function (soft seating, dining, workspaces)  Multiple conversational groupings  One semi-private area (away from traffic flow)	Expanded overall capacity  Expanded capacity for each function (soft seating, dining, workspaces)  Multiple conversational groupings  Multiple semi-private areas (away from traffic flow)
<b>Wall Coverings</b>	Basic materials, design <i>e.g., drywall with basic paint finish or plain vinyl coverings</i>  Rubber or vinyl baseboards	Modest enhancements <i>e.g., knockdown, orange peel, comb, slap brush</i>  Carpeted baseboards	Decorative enhancements <i>e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</i>  Wood, ceramic tile or enhanced composite baseboards	Decorative enhancements <i>e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</i>  One upscale design enhancement <i>e.g., furniture-finish wood planking, soft wall coverings, crown/cove molding, wainscot, architectural feature</i>  Oversize (>4") wood/stone baseboards	Decorative enhancements <i>e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</i>  Multiple design enhancements throughout <i>e.g., furniture-finish wood planking, soft wall coverings, crown/cove molding, wainscot, architectural feature</i>  Oversize (>4") wood/stone baseboards  Leading-edge effect
<b>Decorative Enhancements</b>	Poster(s) or common artwork with unframed/thin, un-enhanced wood, metal, or plastic frame(s)  Common knickknacks	Common artwork with enhanced frame(s) -Or- other modest appointments <i>e.g., live plants, floral displays, prints, assorted pieces, sculptures, accent wall, water features, fireplace</i>	Well-coordinated, decorative framed artwork or appointments that provide distinctive appeal <i>e.g., live plants, floral displays, prints, assorted pieces, sculptures, accent wall, water features, fireplace</i>	Well-coordinated, decorative framed artwork or appointments  Varied assortment that provides a thematic upscale appeal <i>e.g., live plants, floral displays, prints, assorted pieces, sculptures, accent wall, water features, fireplace</i>	Well-coordinated, decorative framed artwork or appointments  Varied assortment that provides a thematic upscale appeal  Variety of styles and accent pieces <i>e.g., custom artwork, limited edition prints, canvas art, tapestries, or lithographs with enhanced matting and preservation frames, assorted artisan pieces, sculptures</i>



**PUBLIC AREAS**






	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Connective Technology</b>	Basic level of connectivity to include wireless internet access	Wireless internet access available throughout the property <i>e.g., multiple routers, consistent signal strength</i>  Convenient electrical outlets  Workspaces with printing capability	Wireless internet access available throughout the property <i>e.g., multiple routers, consistent signal strength</i>  Convenient electrical outlets  Workspaces with USB or other alternative charging capability  Remote access printing capability  Additional connectivity options <i>e.g., interactive electronic reader board with local information, boarding pass kiosk, device available for electronic check-in/check-out, RFID keys, mobile device check in</i>	Superior internet speed and capacity available throughout the property <i>e.g., multiple routers, consistent signal strength</i>  Remote guest service access through mobile device  Remote access printing capability  One additional technology feature <i>e.g., mobile device room key access, wireless charging systems, advanced business computing equipment</i>	Superior internet speed and capacity available throughout the property <i>e.g., multiple routers, consistent signal strength</i>  Advanced guest connectivity capability across all guest interactions (front desk, bell service, concierge, maintenance, food and beverage, housekeeping, recreation)  One additional technology feature <i>e.g., mobile device room key access, wireless charging systems, advanced business computing equipment</i>  Leading-edge technology
<b>Elevator</b>	Elevator is available for guest use in all multi-story buildings  Basic elevator with no enhancement	Elevator is available for guest use in all multi-story buildings  Landing includes at least one accent feature <i>e.g., chair/sofa, table, lamps/wall sconce, phone, artwork, mirror, flowers/plants</i>	Elevator is available for guest use in all multi-story buildings  Elevator includes decorative appointments  Landing includes multiple accent features <i>e.g., chair/sofa, table, lamps/wall sconce, phone, artwork, mirror, flowers/plants</i>	Multiple elevators  Upscale appointments  Landings are recessed and include multiple accent features <i>e.g., chair/sofa, table, lamps/wall sconce, phone, artwork, mirror, flowers/plants</i>  Additional service elevator is available for staff use	Multiple elevators  Elevator cabs have additional features <i>e.g., high speed, destination dispatch, dual call button panels, television, music, card key access, voice indicators</i>  Landings are recessed and include multiple accent features <i>e.g., chair/sofa, table, lamps/wall sconce, phone, artwork, mirror, flowers/plants</i>  Additional service elevator is available for staff use  Leading-edge effect

**PUBLIC AREAS**






	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Exercise Facility</b>	Not available	Designated room on site  Three pieces of cardio/strength equipment  Mirrors Television Water cooler Towels Clock Sanitizer	Designated room on site  Four or more pieces of professional grade equipment  Mirrors Television Water cooler Towels Clock Sanitizer  Additional personal training options <i>e.g., free weights, benches, floor mats, physio balls, toning bars/rollers</i>  Specialized, high-impact flooring  Multiple televisions or individual televisions for each piece of cardio equipment  One additional amenity <i>e.g., infused water, bottled water, chilled towels, aromatherapy scents, ear buds, fresh fruit</i>	Upscale facility  Full array of state-of-the-art fitness equipment appropriate with room count  Provides an obvious degree of spaciousness  Additional personal training options <i>e.g., free weights, benches, floor mats, physio balls, toning bars/rollers</i>  Specialized, high-impact flooring  Multiple televisions or Individual televisions for each piece of cardio equipment  Three or more additional amenities <i>e.g., infused water, bottled water, chilled towels, aromatherapy scents, ear buds, fresh fruit</i>	Leading-edge facility  Full array of state-of-the-art fitness equipment appropriate with room count  Provides an obvious degree of spaciousness  Luxurious health club environment with attendants  Personal training options / guided programs  In-room exercise programs available  Specialized, high-impact flooring  Multiple televisions or Individual televisions for each piece of cardio equipment  Comprehensive array of amenities  Dressing area includes lockers, showers and restrooms  Athletic gear available




**PUBLIC AREAS**

	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
Food & Beverage Outlets  Restaurant		One quick-service outlet on site <i>i.e., comparable to a One Diamond restaurant</i>	One full-service restaurant <i>i.e., comparable to a Two Diamond restaurant</i>	Upscale, full-service restaurant <i>i.e., comparable to a Three Diamond restaurant</i>	Multiple outlets including an upscale, full-service restaurant <i>i.e., at least one is comparable to a Four Diamond restaurant</i>
OR		OR ↓	Lounge or bar area  Grab-and-go option available	Separate lounge or bar area  Room service available for breakfast, lunch and dinner	Separate lounge or bar area  Room service available 24/7
Breakfast Area	Standard continental breakfast <i>minimum: juice, pastry, and hot beverage</i>	Expanded breakfast including at least one hot item. <i>e.g., waffles/pancakes, eggs, breakfast meats</i>	Expanded breakfast includes multiple hot items <i>e.g., waffles/pancakes, eggs, breakfast meats</i>	Clearly refined menu  Full service  Upscale surroundings	Not applicable
		Dedicated area with modest restrictions due to size and/or placement of appointments  Limited seating is available  Television	Appointments are well-proportioned to area size, with appropriate seating for the size of the establishment  Television	Appointments are well-proportioned to area size, with appropriate seating for the size of the establishment  Television	
Meeting Rooms	Not available	Small (size of one to two guest rooms)	Expanded meeting space  Decorative appointments  Comprehensive facility	Ample variety of meeting rooms <i>e.g., ballroom, boardroom, theater, and/or meeting rooms of various sizes</i>  Upscale appointments  Comprehensive facility  Latest technology	Ample variety of meeting rooms <i>e.g., ballroom, boardroom, theater, and/or meeting rooms of various sizes</i>  Luxuriously appointed, first-class facilities  Leading-edge effect  Comprehensive facility  Latest technology

**PUBLIC AREAS**

	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Restrooms</b>	Not available	Restroom available	Decorative appointments  Multiple restrooms in a convenient location (If property has expanded meeting facilities, then additional restrooms are available in proportion)	Upscale appointments  Multiple restrooms in a convenient location (If property has expanded meeting facilities, then additional restrooms are available in proportion)  Multiple locations	First-class with luxurious appointments  Multiple restrooms in a convenient location (If property has expanded meeting facilities, then additional restrooms are available in proportion)  Multiple locations
<b>Signage Throughout Property</b>	Basic materials, design  Limited locations	Modestly enhanced materials, design  Limited locations	Decorative materials, design enhancements  Ample locations	Intuitive, upscale materials, design and location  Ample locations	Custom materials, Intuitive design  Creatively placed for a leading-edge effect  Ample locations
<b>Sundries &amp; Shops</b>	Not available	Modest selection of amenities available at the front desk  <u>OR</u> In vending machine e.g., toothbrush/paste, razors, mouthwash, shower caps, combs	Dedicated sundry area  <u>OR</u> Conventional gift shop offering a moderate variety of merchandise e.g., health and beauty items, food, beverage, basic technology accessories and reading materials	Upscale gift shop providing a wide variety of merchandise  <u>OR</u> Property is conveniently connected to shopping area	Variety of first-class shops  <u>OR</u> Property is conveniently connected to shopping area

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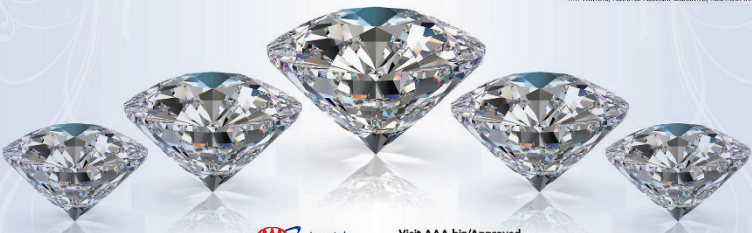
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See next page for details >>



**PUBLIC AREAS**

	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
Swimming Pool	Not available	Pool area reflects the use of modest materials and design  Limited amount of furniture in simple or mixed styles	Well-appointed with decorative features and enhanced design  Good variety of comfortable, coordinated pool furniture	Well-appointed with upscale materials and design  Good variety of comfortable, coordinated pool furniture  Includes at least one additional feature <i>e.g., hot tub, whirlpool spa, steam room, sauna, fountain, waterfall, zero-entry, infinity edge, children's splash pad, kiddie pool, water slide</i>  Food and beverage service is available poolside	Luxurious materials  Leading-edge appointments <i>e.g., in-pool seating, sculptures, water feature, exotic plants and gardens, stone/tile surfaces with designer inlays</i>  Good variety of upscale pool furniture  Includes at least one additional feature <i>e.g., hot tub, whirlpool spa, steam room, sauna, fountain, waterfall, zero-entry, infinity edge, children's splash pad, kiddie pool</i>  Additional poolside amenities <i>e.g., cabanas, Bali beds, umbrellas, lotions, food and beverage outlet</i>  Attendants on duty  Food and beverage service is available poolside

**Additional Guest Impressions and Features**

The following items are not assigned a Diamond Rating, but are factored into the overall rating of the exterior/public areas.

**Ceilings** – The impression made by the quality of ceiling finishes in the public areas.

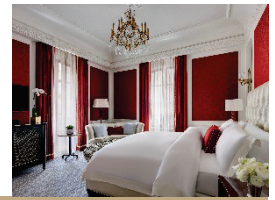
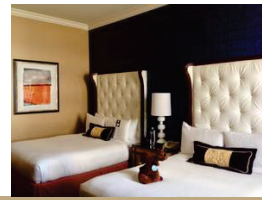
**Additional Recreational Facilities/Programs** – The availability of substantial on-site recreational facilities.

**Spa** – The availability of on-site spa facilities.






**Resort / Non-use Fee(s)** – A deduction for the automatic collection of separate fees for facilities, amenities or services regardless of guest use.

**Overall Impression** – The overall subjective impression of the exterior and public spaces.






**Other** – The general impression made by the design, layout or other standout features.








**GUEST ROOMS**

	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<b>General Décor Style</b>	<p>Predominantly basic materials, design</p> <p>Minimal function and/or coordination</p> <p>Adequate level of comfort</p>	<p>Modest enhancements to materials, design</p> <p>Increased function and/or coordination</p> <p>Enhanced level of comfort</p>	<p>Significant enhancements to materials, design</p> <p>Well-coordinated, with increased functionality</p> <p>Obvious degree of comfort</p> <p>Comprehensive design reflecting streamlined, trendy, contemporary or traditional styles</p>	<p>Upscale materials, design and/or function</p> <p>Well-coordinated, with increased functionality</p> <p>Exceptional degree of comfort</p>	<p>Luxurious materials</p> <p>Leading-edge design and effect</p> <p>Exceptional degree of comfort</p>
<b>Bed / Bedding</b>	<p>Basic materials, design (headboard, bed base, mattress and bed covering)</p> <p>Bed linens are of common blends, thread counts (sheer, coarse to touch, quilted spreads)</p> <p>Pillows are of a standard grade (thin polyester batting)</p>	<p>Modestly enhanced materials, design (headboard, bed base, mattress and bed covering) <i>e.g., quilted or soft top mattress, duvet</i></p> <p>Bed linens are smooth to touch</p> <p>Pillows are of an enhanced grade (thick cluster fiber)</p>	<p>Decorative headboard <i>e.g., upholstered, multiple textures, shelving, reading lights, oversize mural</i></p> <p>Mattress includes comfort enhancement <i>e.g., pillow top, foam padding</i></p> <p>Bed linens are smooth to touch</p> <p>Pillows are of an enhanced grade (thick cluster fiber)</p> <p>Three accent features to bed linens <i>e.g., triple sheeting, overstuffed duvet, skirting, wrapped box spring, bed throw/scarf, multiple pillows, embroidered pillow cases/shams</i></p>	<p>Upscale materials</p> <p>Oversize or custom made headboard, bed base, mattress</p> <p>Bed linens are very soft to the touch and tightly woven</p> <p>Pillows are of an upscale grade <i>e.g., down, natural memory fibers, hypo-allergenic, gel</i></p> <p>Three accent features to bed linens <i>e.g., triple sheeting, overstuffed duvet, skirting, wrapped box spring, bed throw/scarf, multiple pillows, embroidered pillow cases/shams</i></p>	<p>Luxurious materials</p> <p>Leading-edge effect</p> <p>Bed linens have a luxuriously soft, silk-like feel</p> <p>Pillows are of an upscale grade <i>e.g., down, natural memory fibers, hypo-allergenic, gel</i></p> <p>Three accent features to bed linens <i>e.g., triple sheeting, overstuffed duvet, skirting, wrapped box spring, bed throw/scarf, multiple pillows, embroidered pillow cases/shams</i></p>

**GUEST ROOMS**






	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<b>Floor Coverings</b>	Basic materials, design <i>e.g., basic linoleum/sheet vinyl, plain ceramic tile, painted concrete, low density pile carpet (with limited/no padding—floor feels hard)</i>	Modestly enhanced materials <i>e.g., floating wood laminates, patterned linoleum/vinyl, polished/stamped concrete, carpet tiles, medium density pile carpet of simple design/pattern (with padding that provides average comfort underfoot)</i>	Decorative materials and distinctive design with patterns, textures or inlays <i>e.g., enhanced wood laminates, engineered wood flooring, carpet, ceramic/stone/glass tile, terra cotta, luxury vinyl tile/plank</i>  Hard-surfaced floors have decorative area rugs in seating areas and other locations as appropriate	Highest grade materials and upscale design with patterns, textures or inlays <i>e.g., wood, marble or other upscale stone floors, high density pile carpet (with padding that provides exceptional comfort underfoot)</i>  Hard-surfaced floors have upscale area rugs in seating areas and other locations as appropriate	Highest grade materials with custom inlays or textured enhancements <i>e.g., wood, marble or other upscale stone floors, high density pile carpet (with padding that provides exceptional comfort underfoot)</i>  Leading-edge design and effect  Hardwood or fine quality tile/stone surface at entry  Area rugs are luxurious
<b>Free Floor Space</b>	Obviously restricted by size and/or placement of appointments	Modest restrictions due to size and/or placement of appointments	No restrictions, as placement of appointments is well-proportioned to room size and traffic flow	Room size and placement of appointments provide an obvious degree of spaciousness allowing increased ease of movement for multiple guests	Room size and placement of appointments provide an abundance of space that contributes to the ultimate level of comfort, privacy and relaxation for multiple guests
<b>Furniture Quality &amp; Design</b>	Basic materials, design  Minimal function and/or coordination  Adequate level of comfort	Modest enhancements to materials, design  Increased function and/or coordination  Enhanced level of comfort	Significant distinctive enhancements to materials, design  Well-coordinated, with increased functionality  Obvious degree of comfort	Upscale materials <i>e.g., granite/stone, solid wood, polished metals, high-gloss lacquers, veneer finishes with solid wood accents, high-grade laminate insets</i>  Upscale design and/or function <i>e.g., antiques, leather, plush padding, designer fabric, sculptured shape, crisp line</i>  Exceptional degree of comfort	Luxurious materials  Custom workmanship  Leading-edge design and effect  Exceptional degree of comfort

**GUEST ROOMS**






	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Illumination</b>	<p>≥ Three lighting fixtures reflect basic materials, design and/or functionality</p> <p>Good level of overall illumination</p>	<p>≥ Three lighting fixtures reflect modest enhancements to materials, design, functionality and/or placement</p> <p>Good level of overall illumination</p>	<p>≥ Four lighting fixtures reflect decorative materials, design</p> <p>Well-positioned from multiple sources</p> <p>Good level of overall illumination at each key task area</p>	<p>≥ Four lighting fixtures reflect upscale materials, design</p> <p>Well-positioned from multiple sources</p> <p>Superior functionality provides for ambience options <i>e.g., dimmers, point lighting, multiple switches, remote control and/or natural light sources</i></p> <p>Excellent level of overall illumination</p>	<p>≥ Four custom lighting fixtures of outstanding quality</p> <p>Well-positioned from multiple sources</p> <p>Superior functionality provides for ambience options <i>e.g., dimmers, point lighting, multiple switches, remote control and/or natural light sources</i></p> <p>Excellent level of overall illumination</p> <p>Leading-edge illumination effect</p>
<b>Mirror</b>	<p>Less than full length</p>	<p>Full-length mirror</p> <p>Unframed/beveled <u>OR</u> Simple metal/wood frame</p>	<p>Full-length mirror</p> <p>Decorative frame/design enhancement</p>	<p>Full-length mirror</p> <p>Upscale frame/design enhancement</p> <p>Multiple locations</p>	<p>Full-length mirror</p> <p>Custom frame/design enhancement <i>e.g., luxurious materials, artistic design, oversized, multiple viewing angles</i></p> <p>Multiple locations</p>
<b>Seating Layout</b>	<p>One chair</p> <p>Adequate level of comfort</p>	<p>Seating for two guests</p> <p>Enhanced level of comfort</p>	<p>Seating for two guests</p> <p>Enhanced desk chair (ergonomic or coordinated with décor)</p> <p>Chair positioned for television viewing</p> <p>Additional multifunctional seating option</p> <p>Obvious degree of comfort</p>	<p>Seating for three guests <i>e.g., loveseat, sofa or two chairs (in addition to desk chair)</i></p> <p>Enhanced desk chair (ergonomic or coordinated with décor)</p> <p>Chair positioned for television viewing</p> <p>Additional multifunctional seating option</p> <p>One additional furniture piece</p> <p>Exceptional degree of comfort</p>	<p>Seating for three guests <i>e.g., loveseat, sofa or two chairs (in addition to desk chair)</i></p> <p>Enhanced desk chair (ergonomic or coordinated with décor)</p> <p>Furniture layout clearly designed for small grouping</p> <p>Two additional furniture pieces</p> <p>Exceptional degree of comfort</p>








**GUEST ROOMS**

	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Hang Space for Clothing</b>	Open wall-mounted clothes rack  Basic wire, plastic/non-detachable hangers  Drawers/shelving available	Recessed area or modestly enhanced, freestanding armoire  Detachable wood or heavy metal/plastic hangers  Drawers/shelving available	Fully enclosed area or enhanced quality freestanding armoire  Closet can enclose full-length apparel  Matching, open-hook, wood/sculptured plastic hangers (heavy gauge with metal hook)  Some with skirt or pant hanging attachments  Ample supply (for two guests)	Upscale quality enclosure  Closet can enclose full-length apparel  Matching, open-hook, wood/sculptured plastic hangers (heavy gauge with metal hook)  Some with skirt or pant hanging attachments  Ample supply (for two guests)  Two or more additional features <i>e.g., illumination, drawers, shoe rack, walk-in capability, two or more shelves, upgraded luggage racks/designer style benches</i>	Upscale quality enclosure  Closet can enclose full-length apparel  Comprehensive selection of hangers for ≥ three guests  At least two satin hangers  Closet is illuminated  Three or more additional features <i>e.g., illumination, drawers, shoe rack, walk-in capability, two or more shelves, upgraded luggage racks/designer style benches</i>
<b>Television Type &amp; Placement</b>	≤ 32-inch screen	> 32-inch flat-panel  Channel directory  Two additional features <i>e.g., all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i>	≥ 40-inch flat-panel  Channel directory  Cables and cords are hidden from view  Three additional features <i>e.g., all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i>	≥ 43-inch flat-panel  Channel directory  Cables and cords are hidden from view  Four additional features <i>e.g., all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i>	> 43-inch flat-panel  Seamlessly integrated with room design  Channel directory  Cables and cords are hidden from view  Five additional features <i>e.g., all-in-one multimedia hub, high-definition channels, free/pay movie channels, digital art/property information, mood effects, multiple viewing angles, acoustic board, smart TV functionality, streaming capability, surround sound</i>

**GUEST ROOMS**

	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<p><b>Work Space / Writing Surface</b></p> <p><i>(A work space / writing surface is judged on the basis of available space)</i></p>	<p>Minimal area e.g., small wall-mounted writing surface or small task table</p>	<p>Medium-size desk or task table</p>	<p>Large-size desk, task table or alternative work/writing surface</p> <p>Electrical outlet and USB port at desktop (for guest use)</p>	<p>Large-size desk, task table or alternative work/writing surface</p> <p>Multiple electrical outlets and USB ports at desktop</p>	<p>Large-size desk, task table or alternative work/writing surface</p> <p>Multiple electrical outlets and USB ports at desktop</p> <p>Work space is appropriately enhanced by unique style/design</p> <p>Uncluttered, with efficient functionality</p>
<p><b>Ventilation</b></p>	<p>Window style air-conditioning units</p> <p>Heat and/or air conditioning available on a seasonal basis as needed</p>	<p>Heat and air conditioning available on demand</p> <p>Conveniently located through-wall HVAC units</p> <p>Easily accessible controls</p>	<p>Conveniently located through-wall HVAC units</p> <p>Modern and quiet</p> <p>Digital thermostat control on wall</p>	<p>Central system</p> <p>Digital thermostat control on wall</p>	<p>Central system</p> <p>Quiet and inconspicuous form and function</p> <p>Digital thermostat control on wall</p>
<p><b>Wall Coverings</b></p>	<p>Basic materials, design e.g., drywall with basic paint finish or plain vinyl coverings</p> <p>Rubber or vinyl baseboards</p>	<p>Modest enhancements e.g., knockdown, orange peel, comb, slap brush</p> <p>Carpeted baseboards</p>	<p>Decorative enhancements e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</p> <p>Wood, ceramic tile or enhanced composite baseboards</p>	<p>Decorative enhancements e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</p> <p>One upscale design enhancement e.g., furniture-finish wood planking, soft wall coverings, crown/cove molding, wainscot, architectural feature</p> <p>Oversize (&gt;4") wood/stone baseboards</p>	<p>Decorative enhancements e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</p> <p>Multiple design enhancements e.g., furniture-finish wood planking, soft wall coverings, crown/cove molding, wainscot, architectural feature</p> <p>Leading-edge effect</p> <p>Oversize (&gt;4") wood/stone baseboards</p>

**GUEST ROOMS**

	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Decorative Enhancements</b>	Poster(s) or common artwork with unframed/thin, un-enhanced wood, metal, or plastic frame(s)  Common knickknacks	Common artwork with enhanced frame(s) -Or- other modest appointments <i>e.g., live plants, floral displays, prints, assorted pieces, sculptures, accent wall, water features, fireplace</i>	Well-coordinated, decorative framed artwork or appointments that provide distinctive appeal	Well-coordinated, upscale framed artwork or appointments  Varied assortment of styles and accent pieces that provide a thematic upscale appeal	Well-coordinated, luxurious framed artwork or appointments  Varied assortment of styles and accent pieces that provide a leading edge or luxurious appeal <i>e.g., custom artwork, limited edition prints, canvas art, tapestries, or lithographs with enhanced matting and preservation frames, assorted artisan pieces, sculptures</i>
<b>Window Coverings</b>	Basic window covering provides for guest privacy	Modestly enhanced materials, design or function <i>e.g., blackout effect, blinds, full-length drapes, shutters, sheers, fabric side panels, rods with finials, valance, glass treatment, cornice</i>	Decorative enhancements to design <i>e.g., blackout effect, blinds, full-length drapes, shutters, sheers, fabric side panels, rods with finials, valance, glass treatment, cornice</i>	The overall treatments are upscale and provide a significant visual interest	Custom design, luxurious materials  Leading-edge effect <i>e.g., power operation, special tinting or effect</i>

**Additional Guest Impressions and Features**

The following items are not assigned a Diamond Rating, but are factored into the overall rating of the guest room.

**Ceilings** – The impression made by the quality of ceiling finishes in the guest room.

**Technology** – The impression made by the technology features in the guest room.

**Coffee/Tea** – The quality, presentation and selection of coffee/tea, equipment, cups and condiments.

**Microwave** – A microwave oven is present in each guest room.

**Refrigerator** – A refrigerator is present in each guest room.

**Guest Information** – The availability and presentation of information on the property and guest services.

**Iron & Board** – A full-size iron and board are present in each guest room, or quick pressing service is offered.

**Robes** – A robe is present in each guest room (two in doubles).

**Slippers** – A set of slippers is present in each guest room (two sets in doubles).

**Safe** – A safe is present in each guest room.






**Internet** – Wireless internet access in guest rooms is offered free, or at an additional cost.

**Overall Impression** – The overall subjective impression of the guest rooms.

**Other** – The general impression made by the design, layout, or other standout features.








**BATHROOMS**






	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<b>General Décor Style</b>	Predominantly basic materials, design  Minimal function and/or coordination  Adequate level of comfort	Modest enhancements to materials, design  Increased function and/or coordination  Enhanced level of comfort	Significant enhancements to materials, design  Well-coordinated, with increased functionality  Obvious degree of comfort  Comprehensive design reflecting streamlined, trendy, contemporary or traditional styles	Upscale materials, design and/or function  Well-coordinated, with increased functionality  Exceptional degree of comfort	Luxurious materials  Well-coordinated, with increased functionality to provide leading-edge design and effect  Exceptional degree of comfort
<b>Counter/ Shelf Space; Available</b>	Basic materials, design <i>e.g., glass shelving, metal, or sheet laminate</i>	Modestly-enhanced materials, design <i>e.g., poured acrylic, cultured marble/granite, ceramic tile</i>  ≥ 3 sq. ft.	Decorative materials, design <i>e.g., quartz, granite</i>  ≥6 sq. ft.	Upscale materials, design <i>e.g., marble or other solid stone</i>  ≥ 8 sq. ft.  Multiple counters and/or shelves	Upscale materials, design <i>e.g., marble or other solid stone</i>  ≥ 8 sq. ft.  Multiple counters and/or shelves  Leading-edge effect
<b>Floor Coverings</b>	Basic materials, design <i>e.g., basic linoleum/sheet vinyl, painted concrete</i>	Modestly enhanced materials, design <i>e.g., ceramic tile, patterned linoleum/vinyl</i>	Decorative materials and design with patterns, textures or inlays <i>e.g., enhanced wood laminates, engineered wood flooring, ceramic/stone/glass tile, polished/stamped concrete, terra cotta, luxury vinyl tile/plank</i>	Highest grade materials and upscale design <i>e.g., solid wood, antique reclaimed tiles, pebble mosaics, marble, granite/other upscale stone floors</i>  Area rug(s) as appropriate	Highest grade materials <i>e.g., solid wood, antique reclaimed tiles, pebble mosaics, marble, granite/other upscale stone floors</i>  Luxurious area rug(s) as appropriate  Custom inlays or textured enhancements  Leading-edge design and effect








**BATHROOMS**

	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<b>Free Floor Space</b>	Obviously restricted by size and/or placement of appointments	Modest restrictions due to size and/or placement of appointments <i>(If vanity area is separate from the toilet area, it is positioned in plain view of the guest room)</i>	No restrictions, as placement of appointments is well-proportioned to room size and traffic flow <i>(If vanity area is separate from the toilet area, it is positioned in restricted view from the rest of the guest room)</i>	Room size and placement of appointments provide an obvious degree of spaciousness, allowing increased ease of movement	Room size and placement of appointments provide an abundance of space that contributes to the ultimate level of comfort and relaxation for multiple guests
<b>Illumination</b>	Basic lighting fixtures <i>e.g., box/egg crate style, Hollywood bulbs</i>	Modestly enhanced lighting fixtures <i>e.g., enhanced plastic cover, tube lighting</i>	Decorative lighting fixtures  Multiple locations	Upscale design and materials  Multiple locations  Illuminated shower  Excellent level of overall illumination at each location	Upscale design and materials  Multiple locations  Illuminated shower  Custom function(s) provides for ambience options <i>e.g., dimmers, point lighting, multiple switches, and/or natural light sources</i>  Leading-edge illumination effect
<b>Mirror</b>	Basic materials, design	Modest design/size enhancement <i>e.g., framed, beveled, etched</i>  Proportionately sized	Decoratively framed/designed <i>e.g., floating, illuminated</i>  Proportionately sized	Upscale materials, design  Makeup mirror	Upscale materials, design  Leading-edge effect <i>e.g., television, defogger</i>  Illuminated makeup mirror
<b>Personal Care</b> <i>(If eco-friendly options exist, dispensers must coordinate with General Décor Style as described previously)</i>	Two small-size bars of soap (or equivalent)  One packet or bottled item	Two medium-size bars of soap (or equivalent)  Two bottled items	Multi-piece personal care package includes: <ul style="list-style-type: none"> <li>• Two large-size bars of soap</li> <li>• Three bottled items</li> </ul> Decorative presentation	Multi-piece personal care package includes: <ul style="list-style-type: none"> <li>• Two large-size bars of soap</li> <li>• Four bottled items</li> <li>• Two additional items</li> </ul> Enhanced by fragrance, natural supplement, packaging, etc.  Upscale presentation	Comprehensive and luxurious selection of fashionable bath products  Ample-size bars of soap and bottled items  Leading-edge effect  Scale






**BATHROOMS**

	 <b>BUDGET-ORIENTED</b>	 <b>ENHANCED</b>	 <b>DISTINGUISHED</b>	 <b>REFINED</b>	 <b>ULTIMATE LUXURY</b>
<b>Shower Curtain/Door</b>	Basic materials, design <i>e.g., plastic or vinyl curtain</i>	Modest materials, design enhancement  Lightweight curtain <i>e.g., vinyl/polyester</i> Or- lightweight glass door with aluminum frame	Decorative materials, design  Double curtain -Or- glass door with aluminum frame -Or- door-less design	Upscale materials, design <i>e.g., linen texture, hemp, cotton/cotton-poly blend</i>  Double curtain -Or- heavyweight glass door with/without metal frame -Or- door-less design	Leading-edge effect  Double curtain -Or- heavyweight glass door with/without metal frame  Additional luxury enhancement (etched, frosted, embossed, tinted, upscale custom hardware, etc.)
<b>Shower Fixtures</b>	Metal or plastic  Basic design, single function	Metal or plastic  Adjustable settings	Decorative materials, design and enhanced function <i>e.g., rain showerhead, oversize wall-mounted showerhead, massage feature</i>	Upscale materials, design  One custom water feature <i>e.g., body jets, hand-held sprayers, multiple showerheads, oversize ceiling rain shower, panel systems, steam shower</i>	Upscale materials, design  Multiple custom water features <i>e.g., body jets, hand-held sprayers, multiple showerheads, oversize ceiling rain shower, panel systems, steam shower</i>
<b>Sink</b>	Basic materials, design  Wall-mounted (no base)	Modest enhancement to materials, design  Wall-mounted, vanity style  Self-rimming porcelain/porcelain on steel -Or- seamless poured acrylic or cultured marble/granite	Decorative materials, design <i>e.g., under-mounted, pedestal, vessel</i>	Upscale materials and/or functionality <i>e.g., glass, stainless steel, colored vitreous china, brass, nickel, copper, marble, real/synthetic stone</i>	Upscale materials and/or functionality <i>e.g., glass, stainless steel, colored vitreous china, brass, nickel, copper, marble, real/synthetic stone</i>  Multiple sinks
<b>Toilet</b>	Basic design  Two-piece, round (with/without lid)	Two-piece, elongated (with lid)	Two-piece, elongated (with lid)  Decorative design enhancement	Upscale design -Or- increased functionality  Recessed area	Upscale design -Or- increased functionality  Enclosed toilet-only area

**BATHROOMS**

	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Towels</b>	Basic, lightweight Rough to touch Low absorbency Displayed on caddies	Modest enhancements in design, lightweight Rough to touch Low absorbency Displayed on bars and/or shelves	Modest enhancements in design, medium weight Soft to touch Medium absorbency Displayed on bars and/or shelves	Upscale design, heavyweight Plush to touch Firm, self-supporting feel Premium cotton with high absorbency	Luxurious appearance, with intricate and detailed enhancements to design Heavyweight Plush to touch Firm, self-supporting feel Premium cotton with high absorbency Generous-size towels or bath sheets
<b>Tub (If available)</b>	Basic materials <i>e.g., fiberglass, acrylic, porcelain on steel</i> Straight sided rectangular design < 5 ft. length -Or- one-piece fiberglass tub and shower surround combination	Basic materials <i>e.g., fiberglass, acrylic, porcelain on steel</i> Standard size (5 ft. length x 2.5 ft. width)	Decoratively enhanced materials, design Standard size (5 ft. length x 2.5 ft. width)	Upscale materials, design <i>e.g., oversize (&gt; 5ft. length x 2.5 ft. width), oval, round/free form</i> And/or enhanced functionality <i>e.g., water jets, handheld sprayer</i>	Upscale materials, design <i>e.g., oversize (&gt; 5ft. length x 2.5 ft. width), oval, round/free form</i> And/or enhanced functionality <i>e.g., water jets, handheld sprayer</i> Leading-edge effect <i>e.g., two-person capability, European soaking style, contoured back, built-in lumbar back support</i>
<b>Tub / Shower Surround</b>	Basic materials, design <i>e.g., fiberglass, metal</i>	Modest enhancement to materials, design <i>e.g., acrylic, ceramic tile, cultured marble/granite</i>	Decorative materials, design Ceramic tile/solid surface Tub and shower height soap dishes	Upscale materials, design Solid surface <i>e.g., marble, granite, stone or glass/porcelain tiles</i> Tub and shower height soap dishes	Upscale materials, design Solid surface <i>e.g., marble, granite, stone or glass/porcelain tiles</i> Leading-edge effect Custom treatment Integrated seating/shelving

**BATHROOMS**

	 BUDGET-ORIENTED	 ENHANCED	 DISTINGUISHED	 REFINED	 ULTIMATE LUXURY
<b>Wall Coverings</b>	Basic materials, design <i>e.g., drywall with basic paint finish or plain vinyl coverings</i>  Rubber or vinyl baseboards	Modest enhancements <i>e.g., knockdown, orange peel, comb, slap brush</i>  Tiled baseboards	Decorative enhancements <i>e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</i>  Wood/ceramic tile or enhanced composite baseboards	Decorative enhancements <i>e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</i>  One upscale design enhancement <i>e.g., furniture-finish wood planking, crown/cove molding, wainscot, architectural feature</i>  Oversize (> 4") wood/stone baseboards	Decorative enhancements <i>e.g., expert-smooth painted drywall, plaster/Venetian plaster, vinyl coverings/wood planks/veneers/stone, accent wall(s)</i>  Multiple design enhancements <i>e.g., furniture-finish wood planking, crown/cove molding, wainscot, architectural feature</i>  Oversize (> 4") wood/stone baseboards  Leading-edge effect
<b>Decorative Enhancements</b>		One modest appointment	One piece of decorative artwork -Or- other decorative appointment	Upscale artwork -Or- other appointments that provide a distinctive or thematic upscale appeal	Upscale artwork -Or- other appointments that provide a distinctive or thematic upscale appeal  Variety of styles and accent pieces <i>e.g., framed art, assorted artisan pieces/sculptures, floral displays or plants</i>

**Additional Guest Impressions and Features**

The following items are not assigned a Diamond Rating, but are factored into the overall rating of the bathroom.

**Ceilings** – The impression made by the quality of ceiling finishes in the bathroom.

**Hair Dryer** – The quality, presentation and features of the hair dryer provided in the bathroom.

**Night-light** – A night-light is present in the bathroom.

**Television** – A television is present in the bathroom.

**Vanity Seating** – A seat with counter space and mirror are available in, or adjacent to, the bathroom.

**Overall Impression** – The overall subjective impression of the bathrooms.

**Other** – The general impression made by the design, layout, or other standout features.



## The AAA Four and Five Diamond Ratings

These prestigious ratings are achieved by a small percentage of all Approved properties — typically the most luxurious and pampering properties throughout North America. Less than one-half of one percent of AAA Inspected & Approved lodgings receive the Five Diamond Rating, while only six percent receive the Four Diamond Rating. Establishments at these rating levels must consistently reflect upscale and extraordinary characteristics in their physical attributes and guest services.



## Four and Five Diamond Service Expectations

### AAA Four Diamond Properties

Properties identified by AAA as potential candidates for the Four Diamond Rating must employ competent, full-time personnel and systems to provide guests with a comprehensive level of hospitality. Key guest service interaction points are:

- PHONE OPERATIONS
- ARRIVAL AND DEPARTURE
- CHECK IN/OUT
- LUGGAGE ASSISTANCE
- ROOM DELIVERY
- HOUSEKEEPING
- GENERAL / CONCIERGE SERVICES

### AAA Five Diamond Properties

Properties identified by AAA as potential candidates for the Five Diamond Rating undergo multiple unannounced evaluations by a AAA inspector and a final decision by a panel of experts. Properties that receive the Five Diamond Rating are subject to rigorous on-site assessments of all guest service areas. Each section is assigned a point value based on the overall levels of competency, refinement and hospitality.



## AAA Hospitality Standards

### 1. Reservation Services

- Initial call to property is properly received
- Reservationist thanks caller for contacting the property or reservations office
- Reservationist provides an appropriate introduction to guest
- Reservationist addresses caller by name as appropriate for the manner of the guest
- Reservationist anticipates caller's needs or offers a personalized recommendation
- Reservationist provides rate structure and room availability
- Reservationist provides an overview of facilities and services
- Reservationist exhibits competent/accurate knowledge of all associated facilities and hours of operation
- Reservationist reviews reservation request
- Reservationist exhibits a sincere desire to meet and comply with all guest requests
- Reservationist is efficient and sensitive to the manner of the guest
- Reservationist extends an appropriate closing
- Property provides follow-up reservation confirmation in advance of arrival

### 2. Arrival Services

- Cars in queue are acknowledged and appropriately handled on arrival
- Attendant promptly opens the car door
- Attendant extends an appropriate welcome
- Attendant provides an appropriate introduction
- Attendant confirms guest's name
- Attendant uses guest's name as appropriate for the manner of the guest
- Attendant explains parking procedures
- Valet parking is offered
- Attendant promptly offers to unload luggage
- Attendant explains luggage handling procedures
- Attendant provides unsolicited direction to registration area
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant is efficient and sensitive to the manner of the guest
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant or lobby greeter escorts guest to the appropriate area
- Attendant extends an appropriate closing

### 3. Check In Services

- Attendant extends an appropriate welcome
- Attendant provides an appropriate introduction
- Attendant confirms guest's name
- Attendant addresses guest by name during initial greeting
- Attendant discreetly uses guest's name as appropriate for the manner of the guest
- Attendant gathers and provides information in a discreet manner to protect guest security and privacy
- Preregistered guests are not solicited for additional information
- Attendant confirms rate and type of room
- Attendant discreetly provides room number
- Attendant provides all registration materials to the guest in a manner that is convenient for the guest
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant is efficient and sensitive to the manner of the guest
- Guest is escorted to room
- Attendant extends an appropriate closing

#### 4. Bell Services (Check In)

- Luggage delivered before guest, with guest escort or within five minutes of guest's initial arrival to room
- Attendant extends an appropriate greeting
- Attendant uses guest's name as appropriate for the manner of the guest
- Attendant takes the initiative in providing property information
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant places luggage on luggage stand or in appropriate area
- Attendant explains features and functions of room, including technology and connectivity features
- Attendant offers to fill ice bucket
- Attendant is efficient and sensitive to the manner of the guest
- Attendant extends an appropriate closing

#### 5. Evening Housekeeping Services

- Attendant folds back or removes bedding as appropriate
- Attendant straightens bathroom
- Attendant refolds toilet tissue point
- Attendant cleans soiled surfaces
- Attendant replaces or straightens (if reuse elected by guest) used towels
- Attendant replenishes depleted amenities as appropriate
- Attendant empties wastebasket
- Attendant adjusts drapes as appropriate
- Attendant adjusts room lighting
- Attendant delivers complimentary amenity
- Attendant refreshes ice
- Attendant replaces used glasses
- Attendant displays evening services available to the guest, such as: laundry, room service or shoeshine information
- Attendant leaves printed nighttime sentiment for guest
- There is additional evidence of personalized services



#### 6. Guest Requests

- Service phone extension is answered within three rings
- Operator extends an appropriate greeting
- Operator uses guest's name as appropriate for the manner of the guest
- Operator anticipates guest's needs or offers a personalized recommendation
- Operator is efficient and sensitive to the manner of the guest
- Guest service is available by alternate means (digital application, texting, in-room device)
- Requests are acknowledged and expected fulfillment time is given
- Requests are handled with sense of urgency
- Item or service is received promptly, or at requested time
- Delivery interaction includes the use of guest's name as appropriate for the manner of the guest
- Staff anticipates guest's needs or offers a personalized recommendation
- Staff follows up appropriately to ensure guest satisfaction

#### 7A. In-Room Dining (Order Services)

- Service is available 24/7
- Menu includes ingredients and dishes in keeping with other upscale dining option(s) offered at the property
- Service number is answered within three rings, or instant access is available through other device/system
- Operator extends an appropriate greeting
- Operator uses guest's name as appropriate for the manner of the guest
- Operator exhibits a sincere desire to meet and comply with all guest requests
- Operator anticipates guest's needs or offers a personalized recommendation
- Operator repeats order to guest for confirmation
- Operator is efficient and sensitive to the manner of the guest
- Operator provides time estimate for delivery (within 30 minutes)
- Operator extends an appropriate closing

**7B. In-Room Dining (Delivery Services)**

- Delivered within five minutes of operator's commitment (guest is notified in advance if more than five minutes early)
- Attendant extends an appropriate greeting
- Attendant uses guest's name as appropriate for the manner of the guest
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant confirms tray/table placement
- Attendant is appropriately conversant during set-up and delivery
- Attendant reviews guest order
- Attendant asks guest's permission to prepare table, pour beverage and remove food cover(s); acts accordingly
- Food presentation and quality of ingredients reflect an upscale experience
- All appropriate dishware and linens are of an upscale quality
- All food is served at the proper temperature
- All food is prepared as ordered
- Attendant provides written or spoken instructions for table/tray removal
- Attendant is efficient and sensitive to the manner of the guest
- Attendant extends an appropriate closing
- Trays/tables are removed within 15 minutes, on request

**8. Concierge Services**

- Concierge is on duty or a "special services" number is available for guest use 24/7
- Attendant extends an appropriate greeting
- Attendant uses guest's name as appropriate for the manner of the guest
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant demonstrates an extensive knowledge of area attractions and services
- Attendant demonstrates first-hand knowledge beyond common internet search capability
- Attendant fulfills guest's special request(s)
- Attendant is efficient and sensitive to the manner of the guest
- Attendant extends an appropriate closing

**9. Bell Services (Check Out)**

- Service number is answered within three rings, or alternative electronic request is acknowledged
- Operator extends an appropriate greeting
- Operator uses guest's name as appropriate for the manner of the guest
- Operator exhibits a sincere desire to meet and comply with all guest requests
- Operator offers to retrieve car or arrange other transportation
- Operator is efficient and sensitive to the manner of the guest
- Operator extends an appropriate closing
- Attendant arrives within ten minutes of request
- Attendant extends an appropriate greeting
- Attendant uses guest's name as appropriate to the manner of the guest
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant is appropriately conversant with guest while providing assistance
- Attendant inquires about, or checks for, guest belongings possibly left behind
- Attendant is efficient and sensitive to the manner of the guest
- Attendant extends an appropriate closing

**10. Check Out Services**

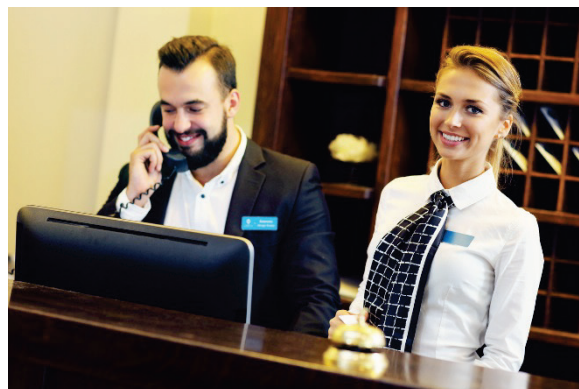
- Alternative check out methods are available (mobile/online/in-room device)
- Attendant recognizes waiting guests appropriately
- Attendant extends an appropriate greeting
- Attendant confirms guest's name
- Attendant uses guest's name as appropriate for the manner of the guest
- Attendant inquires about guest stay / engages in conversation with guest
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant offers a copy of the folio for review
- Attendant confirms payment method
- Attendant presents guest folio options as appropriate
- Attendant expresses a sincere thank you for staying at the property
- Attendant sincerely encourages guest to return
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant is efficient and sensitive to the manner of the guest
- Attendant extends an appropriate closing

**11. Departure Services**

- Given adequate notice, the guest's vehicle is waiting or alternate transportation is readily available
- Attendant extends an appropriate greeting
- Attendant uses guest's name as appropriate for the manner of the guest
- Attendant anticipates guest's needs or offers a personalized recommendation
- Attendant is appropriately conversant with guest
- Attendant reviews all of guest's belongings and their placement in vehicle
- Attendant opens and closes door for guest(s)
- Attendant is efficient and sensitive to the manner of the guest
- Attendant exhibits a sincere desire to meet and comply with all guest requests
- Attendant extends an appropriate closing

**12. Miscellaneous Staff Services**

- Guests are graciously provided directions or offered assistance via escort on request
- All associates display a high level of engagement
- There is evidence that all associates are empowered by management to resolve guest issues immediately
- All associates fulfill guest's special requests
- All associates are appropriately attired; name tags are clearly visible, or proper introduction is provided
- All associates demonstrate appropriate behavior
- All associates demonstrate appropriate hygiene
- Short-notice pressing is available
- Shoeshine service is available
- At least one food and beverage outlet is comparable to a Four or Five Diamond Rating





## SECTION THREE

### The Listing

Once a property is Approved, we use factual property information and descriptive details to create lodging listings in AAA travel information products. Basic listings do not contain advertising or promotional verbiage, and are published at no cost to the establishment.

While you provide the objective information contained in lodging listings, the descriptive narrative is composed by AAA experts to convey key property components to guide AAA/CAA members. All listing information is updated annually, and establishments are contacted accordingly. Failure to provide information in a timely manner may result in the removal of your property from our products.

#### AAA Lodging Listings: Rich in Inspection Details

Lodging listings in AAA’s digital travel information products include the AAA Inspector Rating, AAA Inspector Notes and up-to-date property details. In 2017, four more elements were added based on member interest. (View actual listing on [AAA.com](http://AAA.com).)

**Hokulani Waikiki by Hilton Grand Vacations Club**

2181 Kalakaua Ave  
Honolulu, HI 96815 - Map It

Weekend Sale - Members save up to 15% on weekends through September 5 and earn Honors™ points when booking AAA/CAA rates!

**AAA Inspector Rating Details (scale 1-5)**

Overall	3.9	Room	4.1
Bath	4.2	Public Areas	3.5

**BEST OF 3 DIAMOND** **A RATED**

**Best Of**  
Top 20% of hotels within each Diamond Rating level, based on overall inspection scores.

**A Rated**  
Top 25% of all hotels, based on cleanliness and condition.

**AAA Inspector Notes**

✓ **Inspector Pick (View):** Aside from the attractive condos, I enjoy the view from the upscale rooftop pool and bar area which overlooks the ocean, the city and the mountains.

In the heart of Waikiki, this property is surrounded by many restaurants and shops. The upscale one-bedroom suites feature modern décor and deep soaking tubs. It's just one block to the beach. Take the outside escalators up to the second floor to check in. The rooftop pool offers spectacular views of the city, the ocean and Diamond Head, not to mention complimentary cabanas. A manager's reception is held each Monday from 5 p.m. to 6 p.m. and includes refreshments. Smoke free premises. 143 condominiums. 15 stories, interior corridors. Accessibility (CAI).

[More about Honolulu, HI](#) | [More Hotels in Honolulu, HI](#)

**AAA Inspector Rating Details** are the actual overall, room, bath and public area inspection scores.

**A Rated** lodgings scored in the top 25% for cleanliness and condition across all rating levels.

**Best Of [1-5] Diamond** have inspection scores in the top 20% for their rating level, no member complaints in the past 12 months and are A Rated.

**Inspector Pick** marks notable offerings in categories of interest to members (e.g., family friendly).

AAA Inspected & Approved and Diamond Rated lodgings are eligible to participate in AAA’s optional, fee-based logo licensing program. Licensees may promote the highly recognized AAA Inspected & Approved logos and Diamond Ratings in media announcements, advertising materials and

on signage. Licensees also receive enhanced listings in AAA products and are eligible to participate in optional promotions. Visit [AAA.biz/multimedia](http://AAA.biz/multimedia) for more information.

**Eligibility Criteria for Separate Lodging Listing (Dual-branded development)**

AAA only provides separate listings for areas or sections of a property that provide clearly differentiated member experiences. The distinct sections may be located at the same property, in the surrounding complex or at a contiguous structure. The following criteria are applied to determine if a lodging is eligible for separate listing consideration. If applicable, qualified entities are each assigned their own Diamond Rating based on the guidelines outlined on pages 13-38.

ELIGIBILITY CRITERIA FOR SEPARATE LODGING LISTING	Diamond Rating		
	1, 2, 3	4	5
Property is open to the public on a full-time basis	✓	✓	✓
Property name/brand is distinctly different	✓	✓	✓
Property contact phone number is exclusive	✓	✓	✓
Concept/Theme is distinctly different	✓	✓	✓
Marketing program is distinctly different and exclusive to the property	✓	✓	✓
Booking capability is exclusive to the property	✓	✓	✓
All consumer media channels position the property as a separate entity	✓	✓	✓
Property is clearly distinct by virtue of a separate wing, tower or series of contiguous floors	✓	✓	✓
Primarily, property access is restricted to registered guests for the brand		✓	✓
Staff is clearly identifiable with the brand (uniform, manner) and solely dedicated to the property		✓	✓
Exterior entrances are exclusive to the property		✓	
Reception area is solely dedicated to the property		✓	
Common areas/facilities are separate and exclusively dedicated to the property		✓	
Arrival process is solely dedicated to the property		✓	
In-room services are solely dedicated to the property		✓	
Concierge services are solely dedicated to the property		✓	

A property must clearly qualify as a distinct and separate entity. The following examples are NOT eligible for separate listings:

- Concierge levels that offer upgraded amenities and sometimes a higher level of service.
- Property sections or buildings that are separate but not clearly differentiated.
- Exclusive sections of a property that require additional guest membership qualifications and, therefore, are not readily available for use by all AAA/CAA members.

**FYI Designation**



For lodgings, this designation identifies properties that are notable and offer potential member value but have not been inspected or Diamond Rated due to one of the following reasons:

- Too new to rate.
- Under construction.
- Undergoing extensive renovations.
- Has not been inspected.
- Does not meet all Approval Requirements but provides members a highly distinct and valuable experience.

## Lodging Classifications

ALL DIAMOND RATED LODGINGS ARE CLASSIFIED BASED ON THE STYLE OF OPERATION. CLASSIFICATIONS MAY BE PRECEDED BY ONE OR MORE SUBCLASSIFICATIONS IF APPLICABLE:

**Bed and Breakfast:** Typically owner-operated with extensive personal touches. Guests are encouraged to interact during evening and breakfast hours. A continental or full, hot breakfast is included in the room rate.

**Cabin:** Often located in wooded, rural or waterfront locations. Freestanding units are typically rustic and of basic design. Essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

**Condominium:** Apartment-style accommodations of varying design or décor. Units often contain one or more bedrooms, a living room, a full kitchen and an eating area. Essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

**Cottage:** Often located in wooded, rural or waterfront locations. Freestanding units are typically home-style in design and décor. Essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

**Country Inn:** Although similar in definition to a bed and breakfast, country inns are usually larger in scale with spacious public areas and offer a dining facility that serves breakfast and dinner.

**Hotel:** Typically a multistory property with interior room entrances and a variety of guest unit styles. The magnitude of the public areas is determined by the overall theme, location and service level, but may include a variety of facilities such as a restaurant, shops, a fitness center, a spa, a business center and meeting rooms.

**House:** Freestanding units of varying home-style design. Often containing two or more bedrooms, a living room, a full kitchen, a dining room and multiple bathrooms. Essential cleaning supplies, kitchen utensils and complete bed and bath linens are supplied.

**Motel:** A one- or two-story establishment with exterior room entrances and drive up parking. Public areas and facilities are often limited in size and/or availability.

**Ranch:** Typically a working ranch featuring an obvious rustic, Western theme, equestrian-related activities and a variety of guest unit styles.

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### SUBCLASSIFICATIONS (IF APPLICABLE):

**Boutique:** Often thematic, typically informal yet highly personalized; may have a luxurious or quirky style that is fashionable or unique.

**Casino:** Offers extensive gambling activities, such as blackjack, craps, keno and slot machines.

**Classic:** Renowned and landmark properties, older than 50 years, well known for their unique style and ambience.

**Contemporary:** Overall theme reflects characteristics of present mainstream trends.

**Extended Stay:** Offers a predominance of long-term accommodations with a designated full-service kitchen area in each unit.

**Historic:** Over 75 years old with one of the following documented historical features:

- *Maintains the integrity of its historical nature*
- *Listed on the National Register of Historic Places*
- *Designated a National Historic Landmark or located in a National Register Historic District*

**Resort:** Extensive recreational facilities and programs may include golf, tennis, skiing, fishing, water sports, spa treatments or professionally guided activities.

**Retro:** Overall theme reflects a contemporary design that reinterprets styles from a past era.

**Vacation Rental:** Typically houses, condominiums, cottages or cabins; these properties are “home away from home” self-catering accommodations.

**Vintage:** Overall theme reflects upon and maintains the authentic traits and experience of a past era.

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## Accessibility



### Accessible Features Icon

Denotes a property that has some accessible features. It may be fully accessible, semi-accessible, or meet some of the needs of hearing-impaired individuals.

Accessibility is not a AAA Approval Requirement and will not affect your Diamond Rating. However, we strongly encourage you to make every effort to meet the needs of all your guests – including mature travelers and those with disabilities.

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## Member Comment Procedures

AAA MEMBER RELATIONS CLOSELY MONITORS THE NUMBER AND TYPE OF COMMENTS SUBMITTED ABOUT AAA INSPECTED & APPROVED PROPERTIES. All comments are carefully reviewed for validity and included as part of the property record.

If complaints are received, AAA will notify you and provide an opportunity to resolve the matter in a reasonable period of time. If a member complaint is determined to be of an extreme nature, AAA may act to disapprove your property immediately.

If your property is disapproved because of member complaints, you may submit a written request for re-inspection one year from the date of disapproval. The request should include an explanation of actions taken to limit future complaints and be addressed to:

### AAA Inspections & Diamond Ratings

1000 AAA Drive, Mailstop 51  
Heathrow, FL 32746-5063

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## The AAA Appeals Process

THE APPEALS PROCESS IS A RESOURCE FOR ALL INSPECTED PROPERTIES.

### What can I appeal?

You may appeal your property’s Approval status or Diamond Rating. Each situation is handled on an individual basis.

### What is the process to file an appeal?

Before you file an appeal, please contact AAA Customer Service to discuss your questions or concerns. An analyst may be able to answer your questions immediately or, if additional information or discussion is needed, will direct you to the AAA Regional Manager of Inspections for your area.

**AAA Customer Service**  
407-444-8370, Option 2  
[AAAListings@national.aaa.com](mailto:AAAListings@national.aaa.com)  
M-F, 8:30 a.m.-5:15 p.m. (ET)

If an issue remains unresolved after the above steps, you may choose to present relevant information to the AAA Appeals Committee for objective review. All appeals must be submitted by property owners/operators in writing to the address below. You may include pictures, documents or other pertinent materials to support the appeal. To expedite review, please outline the specific concerns in a succinct manner. Each appeal is thoroughly researched and given thoughtful consideration and a substantive reply by the committee. The committee's decision on your appeal is considered as AAA's final response. You will be notified as to the status of your appeal within 45 days of receipt of your written statement.


**AAA Appeals Committee**  
1000 AAA Drive, Mailstop 51  
Heathrow, FL 32746-5063

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## Green Programs



AAA supports environmental management and sustainability throughout the lodging industry to the extent that truly effective programs maintain quality standards of guest comfort. We strongly encourage continued use of programs that offer guests choices without negative consequences for noncompliance. Effective green programs are intended to reduce waste without reducing guest comfort.

In AAA travel information products, lodgings certified by approved green programs are identified with an  icon in their listing.

**AAA is not involved in the evaluation or certification of a property's environmental practices but does regularly review requirements and best practices related to the most reputable sustainable programs.**



# Questions?

Establishments in all areas of the U.S. (excluding Southern California; see below), Canada, Mexico and the Caribbean should contact AAA at:

**AAA Listings/Customer Service**

[AAAListings@national.aaa.com](mailto:AAAListings@national.aaa.com)

407-444-8370, Option 2

**AAA Inspections & Diamond Ratings**

1000 AAA Drive, Mailstop 51

Heathrow, FL 32746-5063

**Official Appointments and Advertising**

407-444-8280

Establishments in Southern California should contact the following AAA club:

**Automobile Club of Southern California**

P.O. Box 25001

Santa Ana, CA 92799-5001

**Inspections and Official Appointments**

714-885-2247

**Advertising**

714-885-2394



**AAA  
DIAMOND RATINGS**



Expert Insight Members Trust





## A HISTORY OF SERVICE

In 1937, to provide improved travel information for members, AAA employed its first inspectors, called field reporters, to personally visit and report on hotels and restaurants. This information was made available to members in the three regional TourBook guides published at that time. Today, AAA's professionally trained inspectors continue this practice as they inspect, Approve and rate more than 59,000 hotels and restaurants to help travelers enjoy a positive experience.



Inspected & Approved

AAA Travel Information & Content

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