

UPSCALE LODGING STANDARDS (10-LGU)

Description - Upscale lodging consists of establishments that provide high levels of enhancements, amenities, and services. Food and beverage, retail, meeting rooms and facilities, concierge, and bell services are typically available. Upscale lodging has a sense of distinctive place with an exceptional level of comfort.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Facility – Exterior	
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	Landscaping/Grounds - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.	C
4	Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
5	Pathways, Sidewalks, Ramps, Steps, and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
6	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
7	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B

8	Entrance/Porte-Cochere - Entrances are clearly identified, and driveways are unobscured for easy location of the front desk or registration area. Driveways are marked with slow driving precautionary signage. Entrances and porte-cocheres are clean and well-maintained.	B
9	Site Utilities, Equipment, and Delivery Area - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible. Delivery areas are screened from public view.	C
10	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
11	Fences and Walls - Fences and walls are cleared of overgrowth and well-maintained.	C
12	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
13	Smoking Policy - No smoking is permitted inside the facility (including overnight accommodations) or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.	A
Public Areas – Interior		
14	Lobby and Registration Area - The lobby, registration areas, and other public spaces are clean, neat, and well-maintained. Furnishings (furniture, draperies, etc.) are appropriate, coordinated, adequate for visitor comfort, clean, operational, and well-maintained.	B
15	Bell Desk - Bell desk is marked and staffed during peak hours.	C
16	Luggage Carts - Luggage carts are high-quality, well-maintained, and operational. Upscale enhancements include a brass or metal finish, a carpeted base, and multiple hanging capacities. One cart is available per 50 rooms. Luggage assistance is available upon request.	B
17	Corridors/Ramps/Stairs - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	A
18	Elevators - Elevators are operational, clean, well-maintained, and adequately lighted. Elevator flooring coordinates with lobby or corridor flooring. Elevator phone, doors, and buttons are operational. Signage is computer-generated, framed, and neatly arranged. Inspection certificates are current and evacuation procedures are posted.	A
19	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B

20	Meeting Rooms - Meeting rooms are marked, clean, neat, and well-maintained. Furnishings are adequate and appropriate. Adequate A/V and IT equipment are available. Sufficient electrical outlets and LAN ports are operational. Room can be darkened for comfortable A/V operation.	B
21	Internet - Wired and wireless internet is available in the lobby and meeting spaces. Internet infrastructure is maintained to prevent avoidable delays in service.	B
22	House Phones - House phones are marked, clean, and operational.	C
23	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
24	Noise Level - Background music and PA systems are operational. Music is played at an appropriate level for customers and cannot be heard in adjoining areas. Public area sound systems are not used to page guests, except for emergencies.	C
25	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
26	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
27	Ice/Vending - Ice and vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and display applicable notices. Ice is available free of charge 24 hours a day. One self-service ice machine and one vending machine are provided for every 60 rooms. Machines for one- or two-story properties are centrally located and their location is identified. One self-service ice machine and one vending machine are provided on every other floor in properties of more than two stories and their location is identified. Ice and vending services are not required for properties that provide 24/7 room service.	B
28	ATM Machines - ATM machines are signed, stocked, operational, and well-maintained. Machines are appropriately located and do not obstruct visitor foot traffic. ATM signage is park-themed or generic. Brand information is only visible when at the machine.	C
29	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
30	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
31	Housekeeping Closet and Equipment - Housekeeping storage areas are clean, neat, and marked. Housekeeping carts are stocked, neat, and well-maintained. Housekeeping carts are not left unattended for lengthy periods of time to prevent wildlife access.	B
32	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
	Safety	

33	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
34	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
35	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
36	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
37	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
38	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
39	Animal Pest Exclusion - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
40	Chemical Storage - Chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
41	Night Access - Access doors that are locked at night have exterior and interior signage indicating the hours the doors are locked and directions to the nearest unlocked door.	B
Maintenance Areas		
42	Garbage and Trash/Recycling - Sufficient trash containers are conveniently located throughout the maintenance area. Waste does not accumulate in trash containers to the point of overflowing. Dumpster drain holes are plugged. All market available recyclable products are collected and recycled.	B
43	Site Utilities, Equipment, and Delivery Area - Service areas and equipment are marked, well-maintained, and screened from public view as much as possible. Equipment is operational.	B
44	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
45	Storage - Parts and supplies are stored neatly and securely. Parts are stored off the floor on industrial shelves suitable for the weight of the parts and physical environment in which the shelves are used.	B
46	Floors - The maintenance area floor is free of clutter and tripping hazards such as extension cords, power hoses, etc. Floor cracks are filled to prevent seepage.	B
47	Shop Lighting - Lighting is adequate to perform maintenance activities safely. Fixed ceiling lighting and portable lights are clean and operational with no burned-out bulbs. Fluorescent light bulbs are contained in a clean protective cover.	B
48	Hazardous Materials - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	A

49	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
	Guest Rooms	
	Signage	
50	Unit Numbers - Guest rooms are numbered with appropriate, visible, and uniform numbers.	B
51	Directional/Emergency - Safety evacuation cards are prominently displayed on room doors and in corridors.	A
52	Posting of Rates - Rates are posted in compliance with state and local codes, and are available on request at the registration desk.	C
	Security	
53	Entry and Other Exterior Door Security - Guest room entrance doors have an appropriate locking device (electronic keys preferred). Entry doorways are adequately illuminated.	A
54	Auxiliary Locks - Guest room entrance doors have a chain or fixed night-latch door guard.	B
55	View Ports - One-way view ports are mounted five feet above the floor on guest room entrance doors. Exceptions are historic facilities and doors with side windows.	B
56	Doors, Windows, and Screens - Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows can be locked.	B
57	Communicating Doors - Communicating doors (two doors in one frame) have a single-sided deadbolt with a thumb-turn on the room side and a blank plate on the side facing the communicating door. Communicating doors have gasketing and a threshold to reduce sound transmission between adjoining rooms.	B
58	Safes - In-room safes are clean and operational; or a safe is available at the front desk and the availability of the safe is noted in the in-room guest service directory.	B
59	Hang Tags - "Do Not Disturb" or other types of hang tags are clean and well-maintained.	C
	Safety	
60	Smoke Detectors - Operational single-station, hard-wired smoke detectors are in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
61	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are in compliance with NFPA standards in rooms with fireplaces or oil-powered heating systems. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
	Bedroom	
62	Walls and Ceilings - Walls and ceilings are clean and well-maintained.	B
63	Floors and Coverings - Floors and floor coverings are appropriate, clean, and well-maintained.	B

64	<u>Window Coverings, Drapery, and Shades</u> - Window coverings are appropriate, clean, well-maintained, and adequate for privacy and blocking light.	B
65	<u>Lighting and Ceiling Fans</u> - A minimum of four light fixtures (one overhead, two bed-side, and one desk) are appropriate, operational, clean and well-maintained. Ceiling fans are appropriate, operational, clean and well-maintained. An accessible, operational light switch is located by the entrance door.	B
66	<u>Climate Control</u> - Individually controlled thermostats are operational. HVAC units are quiet, operational, clean, and well-maintained.	B
67	<u>Furnishings</u> - Furnishings (furniture, draperies, etc.) are appropriate, coordinated, adequate for visitor comfort, clean, operational, and well-maintained.	B
68	<u>Bedding</u> - Bedding is appropriate, coordinated, clean, and well-maintained. Extra blankets and pillows are available upon request. Bed linens and pillows are made of natural fabrics, and down alternative pillows are available upon request.	B
69	<u>Mattresses and Box Springs</u> - Mattresses and box springs are appropriate, clean, and well-maintained. Mattresses are rotated and inspected on a regular basis.	A
70	<u>Clothes Storage - Hang Space</u> - Closets, cupboards, or fully-enclosed areas are appropriate, clean, neat, lighted, and well-maintained. At least eight appropriate, well-maintained clothes hangers are available.	B
71	<u>In-Room Refrigerators</u> - Refrigerators are operational, appropriately stocked, clean, and well-maintained.	B
72	<u>Fireplaces</u> - Fireplaces are clean, operational, and well-maintained. Firewood is laid and ready to use. Combustible materials are at least 36 inches from the front of the fireplace and in compliance with NFPA standards. Fireplaces include instructions, fire tools, and safety notices.	A
73	<u>Balconies/Patios</u> - Balconies and patios are appropriately furnished, lighted, clean, neat, and well-maintained. Railings are well-maintained and sturdy enough to support visitor use.	B
	Room Amenities	
74	<u>Clock Radio</u> - Clock radios are appropriate, operational, and well-maintained. Clock alarms are turned off at the end of occupancy. Docking station clocks are preferred.	B
75	<u>Luggage Rack</u> - Luggage racks or benches are appropriate, operational, and well-maintained.	B
76	<u>Coffee/Tea</u> - Coffee/tea makers are stocked, operational, clean, and well-maintained. Coffee is upscale, shade-grown coffee. Decaffeinated coffee and tea are provided. Cups and mugs are china or ceramic; no disposable cups (paper or Styrofoam) are used. Consumables (coffee, tea, accompaniments, and cups) are replenished daily. Historic properties and other facilities where electric service does not permit in-room coffee/tea service provide complimentary beverages in lobby areas, or vouchers are offered for adjacent food service areas.	B
77	<u>Iron/Ironing Board</u> - Irons and ironing boards are operational, clean, and well-maintained. Irons have an automatic shutoff.	C

78	Ice Bucket/Trays/Glassware - Ice bucket is lidded, insulated, appropriate, clean, and well-maintained. Trays are clean and well-maintained. Sufficient appropriate glassware is non-disposable (no plastic, paper, or Styrofoam) and well-maintained. Dirty glassware is replaced daily and sanitized in a commercial dishwasher. Sanitized glassware is pre-wrapped or placed upside down on a fresh paper coaster. Other amenities such as ice tongs are provided.	B
79	Telephone Access - Direct-dial telephones are operational, clean, and well-maintained. Instructions include dialing out and the correct room call-back number. Numbers for local services are listed in the guest directory.	B
80	Televisions - Minimum 37-inch flat screen color televisions are operational, clean, and well-maintained. Cords and cables are neat and concealed from view as much as possible. Televisions are connected to antenna or cable systems providing a good quality picture. Televisions have free-standing remote controls with a full mute function.	B
81	Guest Room Internet - Wired and wireless internet is available. Internet infrastructure is maintained to prevent avoidable delays in service.	B
82	Cribs, Rollaway, and Trundle Beds - Cribs, rollaway, or other types of beds are available on request and are clean, operational, and well-maintained.	B
83	Trash Can/Recycling - At least two appropriate trash cans and one recycling container are clean and well-maintained.	B
84	Noise Insulation - Rooms have adequate soundproofing to muffle outside noises and sounds in adjacent rooms and public areas.	C
85	Guest Room Directory - Directories are current, accurate, clean, and well-maintained. The directory includes information about the park, the facility, activities, area services, and amenities.	C
	Bathroom	
86	Floors - Floors and floor coverings are appropriate, non-slip, clean, and well-maintained.	A
87	Walls and Ceilings - Walls and ceilings are clean and well-maintained.	B
88	Shower/Tubs/Sinks - Surrounds - Showers, sinks, and bathtubs are clean, free of stains and chips, and operational. Surfaces are sanitized daily. Shower stalls are appropriately spacious.	A
89	Shower/Tubs/Sinks - Enclosures and Fixtures - Shower curtains are of adequate length and width to fit the enclosure and to prevent water from flowing onto the outer areas, as well as to assure privacy. Shower curtains and enclosures are appropriate, clean, free of mold and mildew, and well-maintained. Shower rods are curved.	B
90	Water Supply - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are appropriate, low-flow, securely installed, and properly sealed/grouted.	B
91	Toilet - Two-piece, low-flow toilets are clean, sanitized, operational, and well-maintained. Paper bands are not recommended.	B
92	Mirror/Cabinetry - Mirror is at least medium sized (≥ 3 sq. ft.) and is appropriate, securely mounted, clean, un-pitted, and free of cracks. Cabinetry and countertops are appropriate, clean, and well-maintained. Plumbing is concealed.	B

93	Illumination - Lighting is adequate and appropriate. Vanity, shower, and bath areas are well-lit. Light fixtures are appropriate, clean, and well-maintained, with no empty sockets or burned-out bulbs.	B
94	Ventilation/Windows/Screens - Bathrooms are adequately ventilated. Exhaust vents and fans are quiet, operational, clean, and well-maintained. Windows are positioned at a height to provide privacy or appropriately screened (e.g. frosted glass, blinds, curtains). Windows and screens are clean, operational, and fit adequately to exclude rodents and insects.	A
95	Glassware - Glassware is appropriate, adequate, sanitized, and well-maintained.	B
96	Bath Linens - Linens are appropriate, coordinated, clean, and well-maintained. Linens include wash cloths, face towels, bath towels, bath mats, and bathrobes. At least four hand, face, and bath towels are provided per room.	B
97	Towel Storage and Hooks - At least one robe hook and two 18-inch towel bars (one with a shelf) are provided. Hooks and bars are secure and well-maintained.	B
98	Nightlight - Nightlights are operational and well-maintained.	B
Bathroom Amenities		
99	Amenity Package - Minimum 7-piece amenity package is appropriate, stocked, and neat. Amenity package includes upscale shampoo and conditioner, body and facial soaps (bar or liquid), moisturizer lotion, and at least two additional amenities such as shower cap, ear buds, and cotton wool.	B
100	Facial Tissues - Standard size facial tissues are stocked in a vanity inset or an appropriate, coordinated holder.	B
101	Toilet Tissue - At least two rolls of toilet tissue are stocked; the additional roll(s) is wrapped. Chlorine-bleached rolls are not permitted.	B
102	Hair Dryer - Hairdryers are operational and well-maintained. Hairdryers are freestanding (not wall mounted) and stored in a cloth bag.	B
OPERATIONAL STANDARDS		
Accessibility		
103	Accessibility - Lodging facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
Services		
Reservation Services		
104	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
105	Knowledge of Reservation Agent/Details on Website - Reservation agents provide accurate information about rates, cancellation policies, check-in and check-out times, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B

106	Confirmation - Reservations calls include a confirmation number. E-mail or written confirmation is sent to confirm the reservation and provide property and park information.	B
107	Property Management Information Systems - The reservation system is integrated with the concessioner's property management information system, and provides comprehensive reporting capabilities.	C
108	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
109	Deposits - Deposit policies are approved by the park, and deposit information is disclosed at the time of the reservation.	B
110	Rate Changes - Advance rates are honored, and guests are refunded the difference if the rate is lower than the anticipated rate. Additional charges (multiple occupancy, type of room, additional beds) are disclosed at check-in, and are approved by the park.	B
111	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
Registration/Check-In/Out Services		
112	Hours of Operation - Front desk services are provided 24 hours a day. If the front desk is closed, contact information is posted.	B
113	Check-In - Check-in is completed in a friendly and professional manner within five minutes, including wait time. Staff confirms room type, bed type, number of persons, length of stay, departure date, check-out time, and method of payment. Staff identifies extra charges such as utility pass through fees, donations to friends, groups, and associations, and internet access fees. Check-in times are approved by the park.	B
114	Courtesy Call - Courtesy calls to welcome guests and ascertain if anything can be done to make them more comfortable are placed within one hour of arrival and never later than 9PM. If the guest does not answer, a voice mail message is left.	C
115	Park Orientation Material - Park-specific materials are available (brochures, park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest, highways, airports, restaurants, etc.).	C
116	Check-Out - Check-out is completed in a friendly and professional manner within five minutes. Wait times do not exceed 10 minutes. Staff provides a folio for review prior to requesting payment. Guests are asked if the stay was satisfactory, and are thanked for staying at the property. Guest comment cards are included in the check-out material, or guests are directed to the comment website. Check-out times are clearly communicated on check-in and in printed material, and approved by the park.	B
117	Late Check-Out - The late check-out policy is approved by the park.	C
118	Express Check-Out - Express check-out is available on request. Envelopes with the pre-printed folio and credit card receipt are securely delivered or available by 6AM.	C
Bell Services		

119	<u>Bell and Door Services</u> - Assistance with luggage and door services are available on request.	B
120	<u>Laundry Services</u> - Shoe shine, laundry, cleaning, and pressing services are available on request.	C
121	<u>Baggage Storage</u> - Baggage storage is secure, neat, and well-maintained. Bags are tagged, and guests are given a receipt.	C
	Housekeeping Services	
122	<u>Cleaning Services and Frequency</u> - Occupied rooms are serviced daily, unless otherwise requested by the guest. Services include making beds, turning up pillows, straightening bathrooms, cleaning soiled surfaces, straightening or replacing used towels, replenishing used amenities, replacing glassware, repointing tissues, emptying wastebaskets, vacuuming, inspecting for safety items, identifying and reporting lost and found items in vacated rooms, and addressing other maintenance issues.	A
123	<u>Room Maintenance Requests</u> - Maintenance requests/issues reported by guests are dealt with promptly, at a minimum by the end of the day. A logbook with work orders and completion dates is available on request.	B
124	<u>Deep Cleaning</u> - An annual deep cleaning housekeeping program is conducted.	B
125	<u>Linen Reuse</u> - Linens and towels are changed after three days, unless otherwise requested by the guest.	C
126	<u>Inspection Program</u> - All check-out rooms and a representative sampling of stay-over rooms are inspected daily.	C
127	<u>Turndown Services</u> - Turndown service is provided on request.	C
	Other Services	
128	<u>Wake-Up</u> - 24/7 wake-up service is available. A personal wake-up call is provided.	C
129	<u>Room Service</u> - At a minimum, room service is available during restaurant hours.	C
130	<u>Concierge Services</u> - Concierge services are provided during appropriate hours based on season, occupancy, and demand.	C
131	<u>Room Check</u> - Guests who do not answer a requested wake-up call are visually contacted. Occupied rooms that have not been serviced are contacted by phone or checked visually after posted check-out time.	B
132	<u>'Forgot an Item' Amenities</u> - Additional toiletries are available on request, including shower cap, razor, shaving foam, toothbrush, toothpaste, comb, sanitary napkins, and sewing kits. The availability of these items is noted in the in-room guest service directory.	B
133	<u>Valet Parking</u> - Valet services are available.	C
134	<u>Business Services</u> - Fax, photocopy, and scanning services are available seven days a week during normal business hours.	C

135	Meeting and Conference Amenities - Amenities include linen napkins and tablecloths for banquet services, and paper beverage napkins for coffee breaks. Head tables and other tables are skirted as appropriate. Table amenities include ice water, glasses, note pads, and pens. A/V and IT set up and take down services are available. Catering is available.	B
136	Quiet Hours - Quiet hours are enforced. This information is marked on the guest registration folio and other printed materials.	B
137	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
	Personnel	
138	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
139	Management Availability - There is a manager on duty at all times. Managers wear appropriate business attire.	B
140	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information). Employees are proactive in solving issues, ensuring customer satisfaction, and anticipating customer needs.	B
141	Employee Appearance - Employees wear a uniform or name tag identifying them as concession staff. Uniforms are commensurate with the type of service provided and approved by the park. Employees present a neat, clean, and professional appearance.	B
142	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
	Rates	
143	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.