



QUALITY ASSURANCE STANDARDS

SECTION ONE: The Purpose

The purpose of the Bed & Breakfast Association of Tennessee's Quality Assurance Standards Review is to:

- Ensure Tennessee bed and breakfast guests a consistently comfortable, quality experience when visiting any member inn**
- To help participating inns meet the needs and expectations of guests**
- Provide a secure environment and a quality standard that B&B goers can rely on when choosing a bed and breakfast in the state of Tennessee**

The Quality Assurance Standards Review is mandatory for all members of the Bed & Breakfast Association of Tennessee except those qualifying under the Program Variances in Section Two.

SECTION TWO: The Program

- **Inspections are performed on new member properties prior to approval and every two years thereafter.**
- **Inspectors are experienced professionals in the hospitality industry and are trained in accordance with the guidelines outlined by the Standards Review Chairperson and/or the Executive Director of BnBTN.**
- **The inspectors are responsible to the BnBTN Board as a whole and not to any person or member.**
- **It is the responsibility of the Board to pass or fail any member property based on the objective and unbiased report submitted by the inspector and comment cards received by guests of the inn. The Executive Director and/or the Standards Review Chairperson will compile a summary to present to the Board.**
- **All inns that have successfully met the membership requirements will be sent a Certificate of Membership within 14 days of the Board's approval.**

Local Health Department Inspections

- **All inns must be inspected at least once yearly by their local health department and remain in good standing, adhering to all local and state health, building and zoning codes and regulations.**
- **The Health Department certificate number, date and score must be submitted to the BnBTN office by new members.**
- **Local and state Health Code and Building Regulations supersede any and all of the following criteria.**

Green Programs

BnBTN supports and encourages development of green programs in their inns to the extent that guest comfort and well being are not compromised. Each Inn can have points added to their score if they are incorporating environmentally friendly “green” practices at their property.

Program Variances

- 1. It is not mandatory to have another inspection for membership within BnBTN if an inn has obtained:**
 - 3-Diamond or above by AAA**
 - 3-Star or above by Mobil**
 - Membership in Select Registry,****A copy of a current inspection must be submitted to the BnBTN office.**
- 2. Any other requests for variances to the criteria, process or cost must be reviewed and approved by the Board. Such a request must be in a written petition to the BnBTN Board.**
- 3. Some Historical properties may be exempt from certain criteria based on local ordinances. Check with your local officials and be prepared to show proof of exemption to the inspector.**

The Membership Procedure

- 1. Applications for membership can be found on BnBTN website—www.tennessee-inns.com**
- 2. Each inn must make a non-refundable payment of \$60 toward the inspection fee. This payment should be sent along with the completed application.**
- 3. A detailed copy of the inspection guidelines will be sent along with notification of your date of inspection.**
- 4. Dues are paid annually as outlined on the BnBTN website. Dues are payable upon receipt of notification of passing the Quality Assurance Standards and receiving Board approval.**
- 5. Upon receipt of your dues you will be sent a “Welcome Package” which will include a Certificate of Membership. You will also be contacted to activate your listing on the BnBTN website.**
- 6. For all new members, the anniversary date for annual renewal will be the day your initial dues are received in the office.**

SECTION THREE: Inspection Guidelines

The following is a general list of areas of your inn that will be inspected. A comprehensive listing will be sent to you when your inspection is scheduled or upon request.

1) Property Exterior

- a) Appearance**
- b) Landscaping**
- c) Water Features**
- d) Parking Facilities**
- e) Signage**
- f) Decks, Gazebos, Porches, etc.**
- g) Activity Areas**
- h) Safety and Security**

2) Property Interior

- a) Housekeeping**
- b) Safety and Security**
- c) Lighting**
- d) Comfort and Quality**
- e) Sanitation**
- f) Amenities**

- **Common Areas**
- **Hallways**
- **Kitchen & Dining Areas**
- **Laundry Rooms**
- **Guest Bedrooms**
- **Guest Bathrooms—Shared baths are no longer permitted by state code, however, some may be “Grandfathered”.**

3) Administration

- a) Office area appearance**
- b) Guest Policies**
- c) State, County & City Licenses Displayed**
- d) Health Department Inspection & Business License Displayed**
- e) Guests access to Innkeeper**

4) Service

- a) Hospitality**
- b) Guest information readily available**
- c) Guests well informed—
No surprises at check-in or check-out**

5) Breakfast

- a) Table Settings**
- b) Presentation**
- c) Quality—measured by comment cards**

6) Green Programs

One-half (1/2) Point will be added to score for each program in place

NOTE: *Various green programs will be added periodically*

- a) Energy-efficient lighting solutions**
- b) Bathroom amenity dispensers using biodegradable hypoallergenic soaps, body wash, lotion, shampoo and conditioner**
- c) Programmable digital thermostats to control guestroom energy consumption without compromising guest satisfaction**
- d) A linen and towel reuse program encouraging guests to reuse their guestroom linens, and have towels washed every other day to conserve water and electricity**
- e) Non-toxic, non-allergenic, all-natural cleaning products**
- f) Use bio-degradable laundry products**
- g) Recycling**

GRADING

- If you should have areas that need improvement, 1 to 5 points will be deducted from your score (1 the lowest and 5 the highest).**
- If you have Green Programs initiated, points will be added to your score.**
- Flagrant violations—Innkeeper will be given 60 days to correct these violations. A surprise re-inspection may be necessary.**
- Since Bed & Breakfasts are so diversified, obviously they will not all have the identical features such as swimming pools, fountains, gazebos, etc. There is no penalty if the property does not have these features.**