



BED & BREAKFAST  
Association of Tennessee

## **QUALITY ASSURANCE STANDARDS**

### **SECTION ONE: The Purpose**

The purposes of the BnBTN's Quality Assurance Standards Review Program are 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 guests 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 association except those qualifying under the Program Variances in Section Two.

### **SECTION TWO: The Program**

- Inspections are performed on new member properties prior to formal membership approval and every two years thereafter.
- Inspectors are experienced professionals in the hospitality industry and are trained in accordance with these 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 regardless of size 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 inspecting criteria detailed in this document.

### **“Green” Environmental Programs**

BnBTN supports and encourages development of “green” programs in their members’ 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**

It is not mandatory to have another inspection for membership within BnBTN if an inn has obtained approval from one of the following listed agencies. A copy of a current inspection must be submitted to the BnBTN office. The agencies and their approved ratings are:

- 3-Diamond or above by AAA
- 3-Star or above by Mobil
- Membership in Select Registry

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.

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 that exemption to the inspector.

### **The Membership Procedure**

This Quality Assurance Standards Program is designed with each member in mind and to provide public evidence of our procedures to assure a comfortable, quality experience.

The association’s program requires inspection of each member inn every two years based on the date of the previous inspection.

There will be an inspection fee established by the Committee each year and subject to the Board’s review and approval.

For inns qualifying under a different agency (see above), the biennial requirement of evidence of qualification is in force.

Once the inn has been inspected and approved, a Certificate of Membership noting the qualification of Quality Assurance will be issued.

For inns applying for membership, an inspection will be scheduled as quickly as convenient to both parties. The inn must achieve a passing score on this inspection before formally becoming a member and being recognized as such.

Complete information on membership including an application can be on BnBTN's dynamic web site — [www.tennessee-inns.com](http://www.tennessee-inns.com) -- under the "Innkeepers" tab.

### **SECTION THREE: Inspection Guidelines**

The following is a general list of areas of each inn which will be inspected. A comprehensive listing will be sent to the inn when the 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 although 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 with 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. Additionally, various green programs may be added to this list 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 two to three days to conserve water and electricity
- e) Non-toxic, non-allergenic, all-natural cleaning products
- f) Use bio-degradable laundry products
- g) Recycling

**INSPECTION GRADING**

An inspection guideline periodically reviewed in detail and approved by the Quality Assurance Standards Committee will be used by the approved Inspector(s). The Inspector(s) shall use their best judgment in using these guidelines for each inn. Remember that the purpose is not “nit-picking,” but, rather, assuring that guests to B&B member’s inns have a comfortable, safe, quality experience with us.

Indeed, the inspector shall make every effort to be objective in the review of each inn and to do so on an equal basis without any bias whatsoever.

Here are several important points in our grading system to help both members and the inspectors in providing logical answers to the process.

- If there are areas which need improvement, 1 to 5 points will be deducted from your score (1 the lowest and 5 the highest).
- Flagrant violations—Innkeeper will be given 60 days to correct these violations. A surprise re-inspection may be necessary.
- If there are Green Programs initiated, points will be added to the score.
- Since bed & breakfasts are so obviously diversified, they will not all have the identical features such as swimming pools, fountains, gazebos, etc. The program is directed toward features which do exist and there is no penalty if the property does not have these additional features.

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