

# QUALITY ASSURANCE REVIEW CHECKLIST



Review this checklist to know if your inn will meet the standards,  
then **apply for membership.**

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6757 Cascade Rd SE Ste 241 Grand Rapids MI 49546

Review Date: \_\_\_\_/\_\_\_\_/2018                      Reviewer: \_\_\_\_\_

B&B Name: \_\_\_\_\_ Name of Innkeeper: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (Day): \_\_\_\_\_ Owner Operated?                      Yes    No

Phone (Evening): \_\_\_\_\_ Owner / Innkeeper lives on premises?    Yes    No

Email Address: \_\_\_\_\_

Web URL: <http://> or <https://> \_\_\_\_\_

Insurance Co. \_\_\_\_\_

Policy# \_\_\_\_\_ Exp. Date \_\_\_\_\_

B&B Owner: \_\_\_\_\_

Innkeeper/Owner's Signature: \_\_\_\_\_

### **Attn: Innkeeper:**

Use this form to prepare for your scheduled Quality Assurance Review. Certification of your B&B will be determined by your compliance with all basic and safety requirements of the Michigan Bed and Breakfast Association (MBBA) Quality Assurance Standards, as presented on this checklist, by your assigned Reviewer.

**Bed Bugs:** Before starting the review, the reviewer will ask innkeeper(s) if they have any reason to suspect bed bugs on the premises. If the answer is yes, the reviewer will not proceed with the inspection (see page 10 for details and further instructions).

**Safety Requirements:** All safety requirements are mandatory and must be met, including providing a copy of **insurance certification**. These standards have an overall impact on the B&B industry and are of critical concern to the B&B public. **If the Reviewer documents that any one of the safety requirements are not met, your B&B will not be approved and certified.** For initial or ongoing MBBA membership, a second review will be required after safety deficiencies have been corrected. Any second review will be at the owner's request and will require a fee of \$100.00.

**Basic Requirements:** Compliance with all basic requirements is expected. When up to 5 basic requirements are not met, Innkeeper(s) will be given up to one month to meet the requirements and report compliance to MBBA office. Certification will be granted thereafter. **If the Reviewer documents non-compliance of 6 or more basic requirements, certification will not be granted.** A second review will be required after basic deficiencies are corrected. Any second review will be at the owner's request and will require a fee of \$100.

### **Recommended Best Practices**

A number of "best practices" are listed at the end of this document on p. 10. While these practices are NOT required, you are encouraged to adopt as many as feasible as they reflect standards that many B&B guests have come to expect.

**Scheduling & Cancellation of Quality Assurance Reviews:** All B&B Inns will be contacted by their assigned Reviewer. After arranging a mutually-convenient time, the Reviewer will confirm the date and time of the review in writing. Member Inns unable to keep their scheduled Review Appointment are expected to give 24 hours' notice. Likewise, Reviewers who need to cancel a scheduled review are expected to give the inn a 24-hour notice. If a Reviewer arrives for a scheduled Review and the Innkeeper or designee is not available and the Review cannot be conducted, a "No Show" fee will be charged to the Member Inn. The fee will be equal to the expenses incurred by the Reviewer unable to conduct the Review. Another review date will not be scheduled until the "No Show" fee has been paid.

### **Attn: Innkeeper. New Requirement for Carbon Monoxide Detectors / Alarms**

\*\*if you have even one gas fired or wood-fired appliance, you must have CO detectors installed to association standards, as set forth below. The detectors may be hard wired, but are readily and inexpensively-available as plug ins and can be purchased as a combination smoke and CO detector.

\*\*CO alarms are NOT required if your property has NO gas-fired appliances (boiler, stove, furnace, water heater, fire place with gas insert, clothes dryer, etc.), fuel-fired appliances (fireplace, wood stove, pellet stove, etc.) or attached garage.

\*\*These are the requirements if you DO have gas-fired appliances, fuel-fired appliances or an attached garage in your B&B:

- If the sleeping unit (bedroom) or attached bathroom contains any gas-fired or fuel-fired appliance that sleeping unit shall have a CO alarm.
- If the dwelling unit (house) contains any gas-fired appliance, fuel-fired appliance or has an attached garage, the dwelling unit shall have a CO alarm in the common area (hallway) outside of every sleeping unit.
- If that common area (see above) serves several sleeping units grouped together, only one CO alarm is required in that area.
- If sleeping areas are spread out on a floor or on separate floors there must be a CO alarm outside of each group of sleeping areas.

## Membership Requirements

### Each Inn Must Meet Each of These Eight Requirements to Qualify for Membership

1. B&B must be located in Michigan.
2. Member inns must have at least two guest rooms at the time of joining the organization, although the Board of Directors may consider an application by other unique properties that meet all other requirements.
3. Breakfast must be provided on site and included in the room rate.
4. Guest rooms must have the appearance of being individually and personally decorated, appointed in a manner consistent with the style of the inn and in a manner that is more home than hotel-like.
5. The owner or innkeeper must live on the premises.\*  
\*Prospective members may apply to the Board of Directors for a variance to this requirement as follows: A prospective member whose inn is located on nearby property and meets all other criteria may present to the Board of Directors for its review a plan for how the owner/innkeeper would maintain a prominent and ongoing presence and an atmosphere of hospitality in the inn while guests are staying. The member shall implement the plan as approved and maintain it so long as he/she remains a member.
6. The B&B must successfully complete the association's Quality Assurance Review Program requirements.
7. No more than two guest rooms or five people may share one full bath. If more than five guests share a bath, it must be a dormitory-type facility.
8. The B&B must honor valid gift certificates issued by L2L as if they are cash, and must provide cash back if the value of the certificate exceeds the cost of the stay. In return, the B&B receives reimbursement from L2L for the full value of the gift certificate.

**This inn meets all eight requirements for membership:**

**YES**

**NO**

### **Clarification of Reviewers' Role and Responsibilities**

Where subjective terms like "well-lit," "clean" and "adequate" are used in the following standards, reviewers will use their best judgment based on their training, on their knowledge of how innkeepers at top-rated B&Bs interpret and meet the standards, and on the central question: "How will this look to a guest?"

## Checklist Items

### I. EXTERIOR BUILDING & GROUNDS

#### Basic Requirements

YES NO

1. B&B signage, street numbers and other identification is clearly visible from the street.
2. All B&B entrance doors other than the guest entrance are marked private.
3. Buildings are well maintained.
4. Lawn and gardens are groomed and maintained.
5. Outdoor furniture is clean and well maintained.
6. Sufficient parking is available at the premises or nearby.

#### Safety Requirements

YES NO

1. The following areas are well lit, free of debris and safety hazards.
  - a) parking area
  - b) walkways and steps
  - c) entry way
2. The main entry door has a locking mechanism.
3. Guest entrance stairs with three or more steps have hand-rails.
4. If the premises have a hot tub, spa or swimming pool, it is clean, well maintained and appropriate warning signs are posted for its use. The owner(s) must confirm their awareness to the reviewer of current regulations of the Americans with Disabilities Act and, if not compliant, their plans to become compliant.

### II. PROFESSIONALISM & RECORD KEEPING

#### Basic Requirements

YES NO

1. The innkeeper(s) use available technology to assure that the inn's telephone is answered during business hours.
2. The reviewer contacted the B&B by phone prior to the review and determined that telephone calls are handled in a courteous, business-like manner; that the inn's name is mentioned upon answering; and that accurate information is provided.
3. An effective reservation system is used to prevent overbooking or other reservation problems.
4. Brochure and all online advertising provides an accurate description of the B&B, services offered and location. All text is original to the B&B.
5. Resident pets of Innkeepers are restricted to non-public areas of the building unless resident pets are noted in all advertising and disclosed when reservations are made.
6. Written "House Policies" are provided for guests.
7. Type of breakfast service is identified (continental or full) and is included in the room rate.
8. Guests are informed in advance of waterbeds or shared baths.

**Safety Requirements**

**YES      NO**

1. A telephone is available at all times for emergency guest use.
2. Emergency numbers are posted on or next to every phone.
3. Guests are informed how they can locate and communicate with innkeepers at all times.

**III.      SOCIAL AREAS & KITCHEN**

**Basic Requirements**

**YES      NO**

1. A specified social area is available for guest use.
2. Heating and ventilation is adequate throughout.
3. All walls, furnishings, and floor coverings are clean, free of dust, cobwebs and stains, and are in good repair.
  - a) Floors
  - b) Walls
  - c) Windows
  - d) Furniture
  - e) Lamps and fixtures
  - f) Pictures and decorative objects
  - g) Window sills, baseboards, etc.
  - h) Curtains, drapes and window treatments
4. There is adequate seating available for maximum occupancy.
5. Private areas are noted with appropriate signage or kept locked.
6. A continental or full breakfast is served on the premises.
7. The kitchen is clean and well maintained.
8. The refrigerator is kept at or below 40 degrees.
9. Bleach water or a sanitizing agent is used for cleanup of counters.
10. Garbage container can be used without touching the lid and is emptied daily.

**Safety Requirements**

**YES      NO**

1. All local and state Fire & Safety Regulations are being met.
2. Each floor has a fire extinguisher that is pressurized and ready to use according to manufacturers instructions, in plain view.
3. Fire extinguishers have gauges or display an up-to-date service tag.
4. Emergency lighting is available in all stairs and hallways; or recharging flashlights are provided in each guest room; or the inn has an automatic generator.
5. All common rooms are lit from dusk to dawn when guests are in residence.
6. A basic first-aid kit, containing non-expired items, is maintained and available for self-applied guest use.

#### IV. GUEST ROOMS

<b>Name of Rooms Reviewed</b>	<b>Private Bath</b>	<b>Shared Bath</b>
Room 1: _____		
Room 2: _____		
Room 3: _____		
Room 4: _____		

#### **Basic Requirements**

	<b>Room 1</b>	<b>Room 2</b>	<b>Room 3</b>	<b>Room 4</b>
1. All furnishings, floor coverings and walls Are in good repair, dust and stain free: a) Floors b) Walls c) Woodwork d) Windows e) Curtains, drapes or other window dressing				
2. Furnishings include: a) Bed b) Night stand or bookshelf headboard c) Bedside lamp d) Chair				
3. Adequate heating and cooling are provided.				
4. Room is adequately lighted for reading. (Minimum 120 watts/room)				
5. Adequate outlets are easily accessible for multiple electronic devices.				
6. Shelf and counter space are available for guest belongings.				
7. A closet or clothes storage space with hangers is provided.				
8. Mattress is in top condition.				
9. Bed linens are stain free and in good repair.				
10. Bed linens include at minimum: a) Mattress pad b) Top and bottom sheet c) Pillow protectors d) Pillow cases e) One pillow per person f) Blanket g) Quilt, spread, or comforter				
11. Two extra pillows and one blanket are available for each guest room.				

#### **Safety Requirements**

	<b>Room 1</b>	<b>Room 2</b>	<b>Room 3</b>	<b>Room 4</b>
1. There is a smoke detector in working order.				
2. <b>Carbon Monoxide alarm(s) are installed per the requirements stated on page 2 of this checklist.</b>				
2. The Fire Escape Route is clearly posted and visible in or from each guest room, or it has an exterior door.				

## **V. GUEST BATHROOMS**

### **Basic Requirements**

1. Bathrooms are clean and well maintained:
  - a) Floors
  - b) Walls
  - c) Shower, tub, whirlpool, sink, and toilet
  - d) Shower door or curtain
  - e) Sink and tub stopper
2. Bathroom features include:
  - a) Well-illuminated mirror
  - b) Wastebasket (emptied daily)
  - c) Ground Fault Interrupter-type electrical outlet near mirror (provided wiring permits)
  - d) Exhaust fan or air freshener
  - e) Night light
  - f) Counter/shelf space available for guest use
  - g) Facial tissue
  - h) Toilet paper (plus 1 extra)
  - i) Liquid or wrapped soap
  - j) Drinking glasses (1 per person). If paper cups are used, glass or wrapped plastic must also be available.
  - k) Hair dryer
3. Bath linens stain free and in good condition.
4. Bath linens include at minimum:
  - a) 1 bath towel, hand towel, face cloth per guest per bathroom
  - b) Clean bath mat
5. Adequate hot water is available for maximum occupancy.
6. All faucets are drip free and provide good water pressure.
7. In shared baths, extra towels are available in bathroom as well as cleaning supplies which are kept in child-safe storage.
8. In shared baths, the bathroom door has an inside lock.

### **Safety Requirements**

1. Cleaning supplies stored in guest-accessible areas are kept in child safe storage.
  2. Tubs and showers have a non-slip surface or mat provided.
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**How reviewers check for bed bugs:**  
**Advice to innkeepers if they are found/suspected.**

Before starting the review, ask the innkeeper(s) if they have any reason to suspect bed bugs on the premises.

If the response is “yes” or “maybe,” reviewer may **not proceed with the review.**

Postpone the review until after the issue is resolved.

Advise the innkeepers to seek immediate assistance from a professional pest control company. Advise them to NOT attempt chemical treatment themselves, as they would then be liable for any health damages incurred by current or subsequent guests.

(Note: specially-trained dogs are 99% effective in finding bedbugs; people only 40%.)

During treatment by a professional exterminator, the innkeepers must strip the premises of all fabric and clothing and vacuum all surfaces thoroughly. Place all fabrics in plastic containers and spray with alcohol. Expect to live from plastic containers for 4 to 6 weeks.

Advise the innkeepers to consult the State of Michigan “official” bed bug website:

<http://www.michigan.gov/emergingdiseases/0,1607,7-186--147759--,00.html>

If you fear contamination, spray your clothing, purse or wallet and briefcase with a concentration of 90% alcohol. Alcohol kills bed bugs on contact. Washable fabric may be washed in hot water. If your vehicle seats are fabric, you may treat them as well.

**Bed Bug Inspection**

Using a high intensity flashlight, check the following for black specks created by bed bug feces:

1. Mattress piping
2. Back of headboard (move bed away from wall)
3. Underside of box springs, under muslin (if possible)

**Preventive Tools and Other Information for Innkeepers**

- Bed-bug proof mattress and box spring covers ELIMINATE the bed bug threat, locking them in or out. A set can be purchased from Bed, Bath and Beyond or MBBA’s Preferred Vendor member Lady Americana or from HD Supply online. The zippers on these covers MUST be “Bug Lock Secure” or the insects can go between the links and through end openings.
- Metal stands on bed frames make it hard for bugs to get up into the bed.
- Check with your insurance provider whether you are covered in the event of an infestation.

It is suggested that if a guest should complain of or suspect bed bugs, find them immediate accommodations elsewhere. Do not charge them. Apologize. Reassure them bed bugs are not disease bearing and assure them you will not use the room until it is exterminated, which you plan to do immediately. This makes good PR sense for the inn and may help avert a negative public review or litigation.



## **Recommended Best Practices**

*The following are NOT REQUIRED but do distinguish B&Bs from chain motels and unregulated home shares (airbnbs) and are a standard that B&B guests expect. Your best practices can earn you additional gold stars on your Quality Assurance Certificate.*

1. Dishes, cutlery and table linens used are of a type and quality that positively distinguishes the inn's food service from that offered in chain hotels.
2. Pets are not permitted in the kitchen or anywhere food is prepared, stored or served.
3. Provide a complimentary snack or treat basket, bottled water and sodas.
4. Provide free WiFi or web access at a service level adequate for the maximum number of guests, keeping in mind they may have multiple devices.
5. Provide luggage racks, benches or other means of keeping guests' luggage off the floors, bed or seating. This not only contributes to guests' comfort, but to prevention of bed bugs.
6. Provide guest rooms with a means of hanging coats.
7. Furnish guest rooms with bedspreads, shams, duvet covers, throw pillows, etc. that are usable and can be laundered.
8. Wash mattress pads and pillows at least twice each year.
9. Replace bed linens, towels and other items whenever they become worn *looking* – not just worn out.
10. Place professionally-installed grab bars by bathtubs, whirlpools and toilets.
11. Sleep in each of your guest rooms once a year, trying everything and bringing with you all the items you would bring if you were a guest including winter coats and boots.
12. Ensure the main entry door has a locking mechanism that allows unhindered ingress and egress for guests at all times of day while prohibiting ingress by anyone whose access is not authorized.

## **Recommended Best Practices -- Emergency Procedures**

*While these practices are not required by law, they are common-sense precautions both for guest safety and for legal protection of the innkeepers.*

1. Provide masks for each guest to help protect against smoke inhalation in the event of fire.
2. Post a description of the types and sounds of warning sirens used in your community.
3. Post a meeting place for guests to congregate after escaping a fire or other disaster.
4. Post and provide directions to a designated location in the event of a tornado warning or other disaster.
5. Stock the tornado/disaster area with survival supplies as recommended by the National Weather Service.
6. Purchase, properly install and maintain a generator in the event of power outage.