

Operator Guidelines – Section 4 – Star Rating Classification

During the Visit

SECTION 4. DURING THE VISIT	
4.1	Staff visible and available at all times, as appropriate.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • Owners and/or staff present when expected. • In, for example, caravan and camping parks, this may simply mean guests being made aware of the proximity of the reception area which is staffed at business times, or an occasional walk round by owners or staff, or the presence of maintenance staff who are willing to engage with guests.
4.2	Guest offered assistance when appropriate or acknowledged to recognise that assistance is required.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • The ability to recognise when a guest may want guidance or assistance and acknowledge this, even when the owner or staff member is engaged with another task.
4.3	Guest satisfaction checked during stay, experience, etc.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • Informal checks in passing a call to the self-catering unit, or check once or twice during a stay on a caravan park. • This should not seem to be obtrusive but take the form of a natural question. • If there was an opportunity to do so, did the staff follow up on any suggestions/recommendations provided to ensure the guest's complete satisfaction? • Are potential issues brought to the attention of owner/manager in a timely fashion? •
4.4	Operation is flexible with services provided at times to suit guest needs as required within reasonable demands.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • Examples may include early or late check-in, services provided at times different to those advertised, special requests provided for.
4.5	Staff have delegated authority, where appropriate, to ensure high standards of service.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • Staff empowered to handle customer issues themselves. • Staff aware of when calling owner/manager to resolve a customer issue is required.

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4.6	A good choice of food available, where appropriate.
	<p>Note: If food is not provided or offered by the owner or a contracted supplier for guests, Criteria 4.6 to 4.13 are Not Applicable (N/A).</p> <p>However, food for self-catering guests provided with a food package and similar may be scored under selected and agreed Criteria within 4.6 to 4.13 as appropriate. The food package should be sufficient to prepare at least one meal for all guests.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>May be a small or limited menu but enough choice to satisfy guests, especially if likely to be eating over an extended period at the accommodation dining facility.</i> • <i>Dietary options available on menu or upon request wherever possible.</i> • <i>Some self-catering accommodation offers and delivers freshly prepared meals.</i> • <i>Food provided by a third party, such as a local restaurant, with a contract with the owner to provide such a service, will be covered by criteria 4.6 - 4.13, as appropriate to the style of accommodation.</i> • <i>Food ordered by guests from takeaways, restaurants etc. is not covered by this criterion, even if recommended, or contact details are provided by the owner or staff.</i>
4.7	Food produce sourced locally, regionally or nationally and explained on menu or by staff, where appropriate.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>Where food is sourced from is of interest to many guests and adds to the overall experience. This may not apply to all items on a menu or made available to guests but key, main, signature, traditional or featured ingredients in dishes, or supplied (e.g. welcome packs in self-catering,) should be local or Irish in origin to achieve a score.</i> • <i>Locally sourced vegetables, cheeses, baked items, dairy products, jams, honey, drinks are good examples of this.</i>
4.8	Food fresh and of good flavour (where available).
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>At least 50% fresh ingredients (bought by the owners or contracted suppliers of catered food and prepared and cooked on the premises or by suppliers). Any bought-in items must also be well cooked, and/or prepared and presented.</i>
4.9	Menu and beverage list clean, well presented and easy to read.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>This may a simple printed hand-written piece of paper, a laminated or plastic card, or a menu folder, or a blackboard.</i>

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4.10	All food and beverage items clearly explained, especially if unfamiliar to guests from outside the region or Ireland.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> <i>This may be written or explained by owners or staff. Many food items or dishes familiar within Ireland may not be known or understood by guests from overseas. Menu available in foreign languages as applicable to guest requirements.</i>
4.11	Where hot food is available, the plate is warmed.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> <i>A warmed plate is a basic expectation to enhance the guest's enjoyment.</i> <i>Food may be kept warm for delivery in self-catering accommodation, or the guest be expected to heat up the food items as appropriate.</i>
4.12	Staff knowledgeable about dishes and produce on the menu.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> <i>Owners and staff should possess and be kept up to date on at least basic information on the food being served, e.g. where from, how cooked or prepared and basic ingredients.</i> <i>Fáilte Ireland has developed Operational Standards Templates for food production and food and beverage service, as part of the suite of Business Tools.</i> <i>Do owners and staff accommodate any reasonable off menu requests? Are these recorded accurately and acted upon by kitchen staff?</i>
4.13	Dishes cleared in a timely manner as appropriate for the style and type of business.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> <i>Cutlery and crockery and related items removed within a short time of the course being completed.</i> <i>Arrangements made for removal of containers/dishes for food and cooked items delivered to, for example, self-catering units. These are clearly explained and acted upon.</i>
4.14	All services during the visit provided efficiently and as required.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> <i>Consistent and accurate delivery of services as described.</i> <i>The occasional lapse in service or 'glitch' is acceptable but not on a repeated basis.</i>
4.15	Staff offer an appropriate conclusion at the end of the interaction with each guest.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> <i>Each conversation and enquiry is politely and naturally concluded.</i>