

GUIDELINES FOR SERVICE APARTMENT REGISTRATION
SRI LANKA TOURISM DEVELOPMENT AUTHORITY

01. DEFINITION

“A service apartment is an establishment providing accommodation and services with luxurious and well-appointed apartments. The services provided should include, but not be limited to Housekeeping, Concierge, Valet Parking, Restaurant Facilities, 24 Hour Room Service, Laundry Facilities, Recreational facilities and Security.”

02. MINIMUM REQUIREMENTS FOR SERVICE APARTMENT

1. LOCATION

1.1. The environment and vicinity should befit a deluxe hotel of an international standard

2. BUILDING

2.1. The main entrance should be suitable for a deluxe hotel of an international standard. A Service Apartment should have a separate service entrance.

3. MAIN SERVICES

*3.1. There should be adequate supply of water.

Water used for all guest purposes should be potable, conforming to the WHO standards. Where water has a high level of hardness suitable treatment should be provided to reduce the hardness.

*3.2. A Generator capable of providing 100% back-up power supply should be available in case of failure of main power supply.

It is desirable to have a standby generator of a similar capacity.

4. COMFORT CONDITIONS

*4.1. The entire apartment excluding the kitchen/pantry area shall be air conditioned, and the normal comfort temperature is 24⁰ C.

In the case of air-conditioned rooms there should be a variable speed air circulation arrangement and a thermostat control which will facilitate the adjustment of temperatures desired in the range of 24⁰ C (+) or (-) 4⁰ C. There should be provision to allow sufficient fresh air into the room.

In the case of establishments where average monthly temperature in any month falls below 20⁰ C a thermostat controlled heating system capable of adjusting the room temperature up to 24⁰ C should be available.

The Lobby area should either be air-conditioned or naturally ventilated to make the room comfortable to the users.

In the case of an air-conditioned room, the temperature and relative humidity should be adjustable to comfortable levels (as mentioned in item 4.1).

In an establishment where the average monthly temperature for any month falls below 20⁰C a thermostat controlled heating system capable of adjusting the room temperature to a comfortable level should be available in all public areas/ rooms.

Bathrooms shall have natural or mechanical provisions to remove stale air from the room.

5. SANITARY REQUIREMENTS

5.1 Quality, functionality and maintenance of all sanitary installations should be of a very high standard. Strict standards should be imposed governing sanitation cleanliness and hygiene throughout the Service apartment building.

*5.2 Dry garbage should be stored in a covered and ventilated condition until disposed. Recyclable garbage should be sorted, preferably at source, stored and disposed separately. Wet garbage should be removed promptly or stored at a temperature below 5⁰C. The floor and walls of the wet garbage storage area shall be of impervious material conducive for easy cleaning.

*5.3 Functional arrangements should be made for separation of fat from kitchen waste water. Separated kitchen waste water, sewage and laundry waste should be treated in accordance with environmental regulations.

*5.4 Effective insect and vermin protection should be carried out throughout the building and immediate environment.

5.5 A separate dedicated receiving area with adequate facilities and finishes conducive for easy cleaning and maintaining a high standard of hygiene shall be available .

6. SAFETY AND SECURITY

When designing a Service Apartment, internationally accepted safety standards shall be adhered to.

*6.1 All bedrooms shall be equipped with a properly designed and installed automatic sprinkler system. Installation of sprinklers in Public area is recommended.

*6.2 Where a kitchen or a pantry is available as a part of the apartment, it is strongly recommended that a fire blanket and a suitable portable fire extinguisher is made available.

*6.3 Adequate and correctly located emergency fire exits must be available.

*6.4 All areas of the apartments and enclosed public areas shall have smoke detectors monitored from a central point in the Service Apartment.

*6.5 The Service Apartment building and firefighting equipment should conform to local regulations and a fire certificate should be obtained annually from a nationally recognized fire authority.

At least 75% of the staff must be trained in first aid firefighting.

*6.6. A system must be implemented with adequate training of staff in dealing with natural and man-made emergencies.

*6.7 Adequate protective measures should be taken to prevent lightning strikes.

6.8 Adequate first-aid facilities, wheel chair and stretchers should be available for an emergency.

Doctor/s should be available 24 hours on – call for an emergency

6.9 Key less safety deposit locker of adequate size shall be provided in each bed room.

6.10. Should have CCTV facilities at the service apartment covering common areas and common facilities

6.11 24/7 security service

7. FACILITIES FOR DIFFERENTLY ABLE GUESTS

7.1 The entrance to the Service Apartment and the facilities should be accessible to wheel chair users.

8. TECHNICAL INSTALLATIONS

*8.1 Service Apartment with more than two floors, including the ground floor, should have adequate guest and service lifts in keeping with the number of bedrooms

At least one elevator should be a “Bed lift”.

9. APARTMENTS

*9.1 The apartment should have adequate living and dining areas.

Bed room sizes should conform to the Hotel gazette

The kitchen/pantry should be sufficiently equipped and of adequate size in keeping with the size of the apartments.

9.2 The apartment should be adequately and suitably furnished.

*9.3 Sound level inside the room should be less than 30 dbA.

9.4 The entire apartment should be provided with adequate general and purpose designed lighting

*9.5 Electronic key card or key type locks on entrance door shall be on a master key system. The door lock shall have double locking facility from inside. A door viewer and a safety latch should be provided.

9.6 Adequate supply of Good quality bed linen with a high percentage of cotton, blankets, mattress and pillow covers should be available

9.7 Bed linen and towels should be changed daily or as and when requested by guests

9.8 Adequate supply of good quality and absorbent bath, face and hand towels preferably white in colour should be available.

9.9 Adequate supply of good quality, absorbent bathmats should be available.

10. BATHROOMS

10.1 Hot and cold water with suitable mixing facility for the shower, wash basin and bath should be available. A grab bar should be provided for the shower as well as the bath tub.

10.2 Bathroom should have very high quality floor, wall and ceiling finishes.

11. HOUSE KEEPING GENERAL

*11.1 A well ventilated linen room with adequate storage facilities for new linen and linen in use must be available.

*11.2 A mechanized laundry with dry cleaning facilities capable of processing all Service Apartment linen and guest linen or a facility to handle such items using suitable outside sources shall be available.

11.3 Adequate number of spacious Housekeeping pantries with running hot and cold water must be provided for smooth and efficient guest services.

12. PUBLIC /CASUAL TOILETS

- *12.1 There should be adequate separate toilet facilities for gents and ladies in keeping with the capacity and activities/facilities of the Service Apartment and should be conveniently located.

At least 01 toilet with facilities for differently able / wheel chair users should be available.

- 12.2 Installation and equipment should include WC with hand bidet, toilet paper holder, wash basin, running hot and cold water through mixer taps, mirror, vanity counter space, soap or soap dispenser disposable towels or hot air dryer and covered sanitary bins Sanitary disposal bag, waste bins and ash tray.

Adequate ventilation to be available.

13. COMMON AREAS

- *13.1 Reception area should consist of reception proper, concierge and cashiering in combination or separately with a counter or equivalent facility in keeping with the concept of the Service Apartment.

- 13.1 The reception should be adequately staffed.

The staff should be well trained to assist guests and answer their inquiries.

- 13.3 All major currency conversion rates should be displayed prominently at the Reception area.

- 13.4 The guest corridors should be sufficiently wide, airy, safe and adequately lit and be consistent with the standards of the Service Apartment.

- *13.5 The Lobby/Lounge should portray the image and the ambience in relation to the location and environment of the Service Apartment.

It should be well appointed and air-conditioned/centrally heated or well ventilated with adequate seating facilities to be commensurate with the size of the Service Apartment.

The furniture, fittings, finishes and decorations in the Lobby/ lounge should be of very high quality and in very good condition.

The seating should be functional and comfortable.

- 13.6 Suitable arrangements must be made to deal with visitors for residents of the apartments to ensure the privacy and security of the residents.

14. GUEST FACILITIES

- *14.1 There should be a main restaurant/and a coffee shop , one of which should preferably be air-conditioned and should befit a deluxe Hotel of an International Standard.

In the air-conditioned Restaurant the temperature should be adjustable to comfortable levels.

- *14.2 The coffee shop should operate at least from 06.00 a.m. to 12 mid-night.
A 24 hour room service with a wide choice of food and beverage should be available.
- 14.3 The furniture should be of superior quality, comfortable, functional and maintained in good condition.
- 14.4 The dining area should have a floor finish of very high standard and in good condition and should be well maintained.
- 14.5 The walls, floors, ceilings, doors, windows, woodwork and fittings in Restaurant should be very well maintained in keeping with a deluxe hotel of an international standard.
- 14.6 Cutlery, crockery, glassware and other tableware and table linen should be of very high quality befitting a deluxe hotel of International standard
- 14.7 There should be excellent international and Sri Lankan cuisine with a choice of set menus and A-la-carte menu.
There should be adequate selection of Health and vegetarian food in the menu.
- 14.8 The staff should demonstrate outstanding levels of product knowledge and service skills to provide quick and efficient service. Staff should show evidence of commitment and enthusiasm for food and beverages service
- 14.9 Food should be served at proper temperatures. All Food and Beverage display units should have proper temperature controls
- *14.10 There should be at least one bar which should preferably be air-conditioned. The bar/bars should be well equipped and furnished with exceptionally good quality counters, tables, chairs and furnishings
There should be soft lighting with sufficient illumination for work behind the counter.
Adequate refrigeration facilities should be available
- Suitable glass washing facilities with running hot and cold water or a glass washing machine should be available.
- An ice cube-making machine connected to a sterilized potable Water supply should be available
- The bar/bars should contain all type of glassware necessary for serving wines, spirits and all other beverages.
- There should be sufficient quantities and a wide variety of local and foreign brands of wines, spirits, liqueurs, Beverages, cigarettes and cigars.
- There should be a snack service.
- Soft background music should be available in the dining /bar area

*14.11 A Swimming pool of reasonable size in proportion to the size of the service apartment shall be available.

The pool may be avoided in areas where the average temperature is below 20°C. If a pool is provided in such areas, provision should be made to heat the water to comfortable levels
The concept, design and construction of the pool shall conform to internationally accepted safety standards. Adequate safety equipment should be available

Adequate number of showers should be located in the vicinity of the pool

Separate Pool changing rooms for males and females with shower cubicles with running hot and cold water should be available

Adequate number of lockers should be available for the use of swimming pool users.

Food and beverage service should be available in and around the pool. Only high quality un-breakable crockery and glassware should be used in pool service.

Suitably qualified life Guards should be available when the swimming pool is in operation

14.12 Swimming pool water quality should be maintained according to internationally accepted standards

The quality of water should be checked and recorded at least twice a day

Swimming pool water quality shall be maintained within the following parameters.

PH- 7.4 to 7.6

C1₂ (Residual Chlorine) – Minimum 0.5 p.p.m. (1.0p.p.m. is Recommended)

14.13 Adequate precautions shall be taken in sea side apartment and apartment with swimming pools for the safety of users.

Internationally accepted safety signs and depth marking should be permanently displayed at swimming pools.

14.14 Adequate pool deck furniture of excellent quality should be available.

The swimming pool should be adequately lit .

14.15 There should be sufficient recreational activities and facilities in keeping with concept/purpose of the Service Apartment

Activities and facilities may be selected from the following list

Aerobics, Yoga, Meditation, Water sports, Tennis, Badminton, Squash, Volleyball, Table tennis, Billiard, Snooker, Games for Children, Spa, Massage, Ayurvedic/ Medi Spa, Jacuzzi, Gymnasium, Library, Night club/Disco and/or any other.

14.16 Well-equipped adequately staffed business centre to complement the needs of guests should be available

14.17 A properly designed, comfortable conference room supplied with modern equipment should be available.

14.18 Banqueting area, if available, should have a separate entrance and adequate dedicated casual toilets.

Banqueting facilities should be in-keeping with the standards of the Service Apartment
It is desirable to have a separate banquet kitchen with adequate facilities adjacent to the banqueting area.

15. KITCHEN

15.1 The kitchen should be professionally designed and equipped to ensure efficient operation
Areas of different activities should be physically separated Eg. Butchery, cold kitchen and pastry etc.

There should be adequate provisions for ventilation and removal of hot air and outdoor

Lighting should be of adequate luminance

Lamps should be provided with shatter proof, easily cleanable diffusers.

15.2 Kitchen floor should be of impervious material conducive for easy cleaning and should not be slippery.

Floors, ceilings, doors, windows, windowpanes, and woodwork should be very clean and in good condition

All kitchen walls should be conducive for easy cleaning and be of impervious finishing up to 150cm from the floor.

15.3 Kitchen area should be free of insects and rodents

There should be fly screens for all kitchen doors and windows where necessary Electrical insecticides should be available.

15.4 Kitchen tabletops and shelves should be of stainless steel or other impervious materials and maintained in good condition.

Kitchen utensils should be of very good quality, clean and adequate.

15.5 There should be a dish washing machine with a pre-wash sink and dish washer crates for all items of cutlery, crockery and glassware. A separate glass washing machine is recommended.

Adequate racks of stainless steel or other suitable materials should be available for storage of cutlery, crockery and glassware.

15.6 There should be a separate area with large stainless steel sink with running hot and cold water for the washing of pots and pans.

Adequate stainless steel racks should be provided for storage

- *15.7 A separate facility for washing hands, soap and disposable paper tissues, towel or hot air hand drier should be provided at the staff entrance to the kitchen . Separate hand wash sinks with hot and cold water, soap and disposable towels or hand dryers should be available for each area of activity inside the kitchen.
- 15.8 All cupboards for food storage inside the kitchen should be made of stainless steel or non-metallic impervious material.
- 15.9 There should be sufficient number of industrial type waste bins with foot operated covers.
- 15.10 A Good quality cleanable strainer should be available for all kitchen sinks.
All drains in and around the kitchen shall be covered and lead to a sealed pipe network leading to a fat separator.
Adequate and proper cleaning facilities should be available for the waste water piping network
No open drains shall be present inside the kitchen.
- 15.11 Adequate walk –In and Reach –In cold rooms, deep freezers and thawing facilities should be provided conforming to accepted international standards.
- *15.12 Standard of cleanliness and hygiene conforming to accepted international standards should be maintained in the preparation of food, display and service. Adequate hot and cold food holding units with proper temperature control shall be provided.
All food shall be well protected at all times.

16. STORES

- 16.1 Cooked and uncooked Food must be stored separately All food and beverages items should have an expiry date.
- 16.2 Chemicals stores shall be separated.
- 16.3 A cellar for storage of liquors and wines with correct temperature must be available.
- 16.4 Different materials such as stationery, engineering items should be stored in physically separated area.
- *16.5 All deep freezers and cold rooms must be maintained at correct temperatures. Fish, Meat, Poultry, Dairy products and processed foods shall be stored in separate facilities.
- 16.6 Paints and volatile substances shall be stored outside the main building.
- *16.7 Perishables must be stored in temperature controlled storage areas.

16.8 Grocery and Dry foods should be stored accordingly to avoid cross contamination of food/odours.

16.9 All shelving used inside freezer rooms and cold rooms shall be made of stainless steel or suitable non metallic materials.

17. AREA OUTSIDE THE SERVICE APARTMENT

*17.1 There should be adequate well laid out and lit car parks which are integrated into to the landscaping plan of the Service Apartment.
At least one dedicated parking slot must be provided for each apartment.

17.2 Valet parking and efficient call-up system for chauffeur driven cars should be available.

17.3 Landscaped and green area should enhance the general ambience of the property.

17.4 There should also be adequate area, other than designated activity garden/deck area, for relaxation of guests in keeping with the purpose of the Service Apartment with an adequate supply of good quality furniture.

18. GUEST SERVICES

18.1 The following services should be available for guests befitting a deluxe hotel of an international standard.

Postal service

E-mail and fax facility

Left luggage service

Foreign currency exchange service (24 hours)

Acceptance of all major credit cards

Travel desk, Taxi and Rent-a –car service with trained drivers

Area/shops for sale of newspapers, books, postcards, stamps, stationery, tobacco, photographic accessories, sundry items and non-prescriptive drugs.

Provision of a mini supermarket is recommended.

18.2 Babysitting services must be available on request.

19. STAFF

- 19.1 The Service Apartment to be staffed by persons adequate in number and training and experience to maintain exceptionally good services for guests at all times. Security clearance to be obtained from the relevant authority for all staff.
- 19.2 The General Manager shall have a degree or diploma in Hospitality/Catering Management from a recognized Hotel School/ Institute.
- 19.3 All department heads shall be suitably qualified and experienced.
- 19.4 The other executives/Management staff should either be professionally qualified or should have minimum of 05 years' experience in a recognized service apartment of an international standard.
At least 75% of the permanent staff should have some certifications in their related field. The Tertiary and Vocational Training Department of the relevant Ministry should approve the certification.
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- 19.5 (a) All operational / service staff should possess very high standards of service skills to provide satisfactory guest services.
Regular in-house training programmes and on-the job training should be carried out to develop service skills.
- (b) Suitably qualified trainers and training records must be maintained.
- 19.6 The Service Apartment shall have a fully equipped training department operating under a qualified trainer.
A separate room for training with adequate facilities should be available.
All Service Apartment should have a separate training manual from which training should be conducted. Training manuals should have sufficient curricula for different levels of staff.
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- 19.7 There should be 02 or more staff conversant in foreign languages, other than English, preferably in the front office.
- 19.8 All food handlers shall undergo the specified medical checks once in every 06 months. All other staff should be medically tested at least once a year.
All medical reports shall be certified by Government registered medical practitioners.

- 19.9 All staff should be in uniformed attire.
The uniforms should be formal or in keeping with the theme of the Service Apartment.
- 19.10 Where staff accommodation is provided, the building should be well ventilated with maximum possible natural lighting
The floors shall be made of impervious materials to facilitate cleaning.
The floor area per person shall not be less than 5sq.mts for accommodation using comfortable beds with suitable mattresses.
Adequate clean linen should be provided.
The walls shall be smooth and treated with a finish conducive for easy cleaning.
- 19.11 Separate and adequate clean toilets with water closet in good working order and well-maintained showers shall be available for the use of the staff.
The minimum number of W.C., shower and wash basins to be provided shall be not less than 01 per 06 persons.
The walls of staff toilets shall be covered with impervious materials as follows:
Wash basins and W.C. area up to 150 cm and shower area up to 210cm.
All floor areas inside the toilet shall be covered with slip resistant impervious material
- 19.12 For resident staff, locker space of 0.30 cu mt per person shall be provided where the height of the locker shall be not less than 90 cm and depth 45 cm.
For non resident staff, a locker space of 0.13 cu mts per person with the height of the locker not less than 90 cm and depth 45cm. The lockers should be well ventilated.
- 19.13 Adequate good quality comfortable furniture should be available in staff lockers/dormitory for the convenience of the staff
- 19.14 Where staff meals are provided:
Staff dinning room shall be well ventilated.
The floor shall be made of impervious material. Walls should be covered up to 150 cm with impervious materials to facilitate cleaning.
The dining area shall be such that a minimum of 1.5sq.m is available per person.
The total number of covers shall be adequate to feed 30% of the total staff in one sitting .
The tables should be covered with impervious material conducive for easy cleaning.
- 19.15 At least two sinks shall be available with running hot and cold water for washing of cutlery, crockery and glassware.
Adequate number of hand washing stations with soap and hand drying facilities should be available.
Where staff meals are provided and prepared separately, an adequately equipped and clean staff kitchen shall be available.

Running hot and cold water shall be available for washing kitchen utensils and for the use of the staff.

The staff kitchen shall be free of insects and rodents

19.16 Appropriate area, not visible to guests, to be provided for washing and drying of clothes of the resident staff.

19.17 Adequate recreational facilities including television for staff should be made available. A minimum of 02 in-door games should be available.

20. GENERAL

*20.1 Separate changing/Rest room with adequate toilet and shower facilities shall be available for the use of drivers.

Where facilities for overnight stay are provided adequate and comfortable bedding and separate dining area shall be made available.

REGULATORY REQUIREMENT

Under the section 48 (4) of Tourism Act No 38 of 2005 all Tourist services shall be registered with the Sri Lanka Tourism Development Authority.

It shall be an offence to provide any tourist services which has not been registered of Sri Lanka Tourism Development Authority. According to the section 48 (10) and section 63 (2) of the said Act any enterprise or tourist service with no proper registration and license will become a punishable offence.

No.	Present		Absent	
01	Ms. Bobby Jordan Hansen	SLAITO	Mr. Alen Palmer	Consultant
02	Mr. Anadaraj	THASL		
03	Mr. Herman Gonzal	THASL		
04	Mr. Manesh Fernando	Hilton Colombo Residence		

