



Quality Assurance Review Checklist

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 PA Association of Bed & Breakfast Inns (PABBI), as presented on this checklist, by your assigned Reviewer.

Review Date: _____ Reviewer: _____

B&B Name: _____

Name of Owner: _____ Number of Rooms: _____

Address: _____ City: _____ Zip: _____

Owner Operated: YES NO Owner/Innkeeper lives on premise: YES NO

Name of Innkeeper: _____

Phone Number: _____ Email: _____

Type of Breakfast Served:

- Full Course Country or Gourmet Breakfast
- Continental
- Stock refrigerator provided

How many years have you been open? _____

Insurance Company: _____

Policy #: _____ Expiration Date: _____

State Sales Tax #: _____ City/County Tax #: _____

The following criteria will be used for all property inspections. All safety requirements are mandatory and must be met. If non-compliance is found, the innkeeper will have 90 days to correct the deficiencies with proof of completion (such as receipts or photos). Innkeepers shall provide a clean, comfortable, and safe environment for their guests, and should always be reasonably available to guests in the event of an emergency. Certification will be granted when the property meets the quality assurance criteria.

BUILDING EXTERIOR & GROUNDS

Basic Guidelines

	YES	NO	N/A
1. B&B signage, street numbers and other identification are clearly visible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Buildings are well maintained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Lawn and gardens are groomed and maintained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Outdoor furniture is clean and well maintained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Sufficient parking is available at the premises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Garbage, building materials, lawn equipment, etc. out of guest sights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Safety Requirements

1. The following areas are well lit, free of debris and safety hazards.			
Parking areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walkways and steps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entry Way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Guest entrance stairs with three or more steps have hand-rails.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

COMMON AREAS

Basic Guidelines

1. Temperature is adequate throughout.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. All walls, furnishings, draperies and floor coverings are clean, free of dust, cobwebs and stains, and are in good repair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. There is adequate seating available for maximum occupancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Private areas are noted with appropriate signage or kept locked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Safety Requirements

1. All local and state Fire & Safety Regulations are being met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Fire extinguisher that is pressurized and ready to use:			
On each floor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to date service tags	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Smoke detectors in stairs and hallways and operable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Install carbon monoxide detectors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Emergency lighting is available in all stairs and hallways; or the inn has an automatic generator.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. All common rooms are lit from dusk to dawn when guests are in residence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMON AREAS - Safety Requirements (continued)

YES NO N/A

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 7. A basic first-aid kit, containing non-expired items, is maintained and available for guest use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. The main entry door has a locking mechanism. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Hallways and stairways clear of clutter. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

KITCHEN

Basic Guidelines

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| 1. The kitchen is clean and well maintained. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Bleach water or a sanitizing agent is used for cleanup of counters. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Garbage container can be used without touching the lid and is emptied daily. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. If required, commercial equipment per local code. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. ServSafe certified. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Safety Requirements

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 1. Fire extinguisher that is pressurized and ready to use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The refrigerator is kept at or below 41 degrees. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

GUEST ROOMS

Basic Guidelines

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| 1. All furnishings, floor coverings and wall are in good repair, dust and stain free. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Adequate temperature is provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Room is adequately lighted for reading. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Adequate outlets are easily accessible for multiple electronic devices. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Shelf and counter space are available for guest belongings. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. A closet or clothes storage space with hangers is provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Mattress is in good condition. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Beds made with minimum of mattress cover, 2 sheets, blanket and 2 pillows. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Bed linens are stain free and in good repair. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

GUEST ROOMS - Basic Guidelines (continued)

YES NO N/A

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| 10. Use bed-bug proof mattress and box spring covers to eliminate the bed bug threat. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Two extra pillows and one blanket are available for each guest room. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Iron and ironing board available to guests. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Luggage rack or equivalent space provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Operable night light. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Safety Requirements

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| 1. There is a smoke detector in working order in each room. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The fire escape route is clearly posted and visible in each guest room or it has an exterior door. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Flashlights or emergency battery lighting available in each guest room. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. All guest rooms equipped with security locks. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

GUEST & SHARED BATHROOMS

How many rooms have shared bathrooms? _____

How many guests share one bathroom? _____

Guest Bathroom Basic Guidelines

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 1. Bathroom features include: | | | |
| Well-illuminated mirror | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wastebasket (emptied daily) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Exhaust fan or air freshner | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Night light | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Counter/shelf space available for guest use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facial tissue | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Toilet paper (plus 1 extra) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Liquid or wrapped soap | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drinking glasses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hair dryer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Bath linens are free and in good condition. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Each guest is provided a bath towel, hand towel, and face cloth. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Bath mats provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Adequate hot water is available for maximum occupancy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. All faucets are drip free and provide good water pressure. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Place professionally-installed grab bars by bathtubs, whirlpools and toilets. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

GUEST & SHARED BATHROOMS (continued)

YES NO N/A

Guest Bathroom Safety Requirements

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 1. Tubs and showers have a non-slip surface or mat provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Electrical outlet is ground faulted protected. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Adequate hot and cold water pressure. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Bathrooms are cleaned and well maintained. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Shared Guest Bathroom Basic Guidelines

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|--|--------------------------|--------------------------|--------------------------|
| 1. Bathroom features include: | | | |
| Well-illuminated mirror | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wastebasket (emptied daily) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Exhaust fan or air freshner | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Night light | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Counter/shelf space available for guest use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facial tissue | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Toilet paper (plus 1 extra) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Liquid or wrapped soap | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drinking glasses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hair dryer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Bath linens are stain free and in good condition. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Each guest is provided a bath towel, hand towel, and face cloth. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Bath mats provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Adequate hot water is available for maximum occupancy. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. All faucets are drip free and provide good water pressure. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Place professionally-installed grab bars by bathtubs, whirlpools and toilets. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Clean towels placed in bedroom as well as extra towels available in bathroom. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Cleaning supplies available and stored child-safe area. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. The bathroom door has an inside lock. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Shared Bathroom Safety Requirements

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|--|--------------------------|--------------------------|--------------------------|
| 1. Tubs and showers have a non-slip surface or mat provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Electrical outlet is ground fault protected. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Adequate hot and cold water pressure. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Bathrooms are cleaned and well maintained. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Not used by more than 4 guests and cleaned daily. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Disposable paper towels available. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

ADMINISTRATIVE

YES NO N/A

Basic Guidelines

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 1. Reservation desk is neat and orderly if within view of guests. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Phone or use of other technology that allows the guest to contact the innkeeper if off-site. Emergency numbers should be visible. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Website, brochures, etc. accurately reflect the B&B services and amenities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Guests informed of inn doors, locks and nighttime access. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Information available on area attractions, restaurants and other local services. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Reading materials, games, cards, etc. available for guest use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Good understanding of the requirements governing service dogs and music and DVD licenses. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Mandatory Requirements

- | | | | |
|---|--------------------------|--------------------------|--------------------------|
| 1. PA Innkeeper Bill of Rights, PA Sales tax certificate, occupancy permit, and county tax license (if applicable) posted viewable by guests. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Guests are informed how they can locate and communicate with innkeepers at all times. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Overall guest reviews on sites such a TripAdvisor, Yelp, Google, etc. is satisfactory. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

RECOMMENDED BEST PRACTICES

The following distinguish B&Bs from chain motels and are a standard that B&B guests expect.

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. Replace bed linens, towels and other items whenever they become worn looking – not just worn out.

Meets Standards: YES NO

Pending Issues: YES NO

Date by which issues will be resolved: