

# **VOLUME 4**

## **SECTION 1**

### **TOURISM**

**The Responsibility of the  
Ministry of Tourism,  
Entertainment and Culture  
64 Knutsford Boulevard  
Kingston 5**

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# CHAPTER I

## THE TOURISM SECTOR

### 1.0 BACKGROUND

Tourism plays an important role in the country. It is one of the fastest growing and largest generator of foreign exchange earnings and employment in Jamaica. The Tourism industry recorded an annual GDP growth of 4.5% for the period 2003-2005, accounting for approximately 52% of gross export earnings.

In 2005, Tourism contributed over \$16 billion to the Gross Domestic Product (GDP) an increase of 2.9% over 2004. In addition, the tourism industry represented one of the three largest groups in terms of providing employment employing approximately 31,227 persons directly in the Accommodation sector.

### 1.1 PERFORMANCE OF THE TOURISM INDUSTRY - 2005

#### 1.1.1 Tourist Arrivals

Total visitor arrivals amounted 2,614,506, the highest number of visitors to the island in one year. This performance reflected the increases in total stopovers and cruise passenger arrivals of 4.5 per cent and 3.3 per cent, respectively, relative to 2004.

#### 1.1.2 Stop-Over Arrivals

Total stopover visitors to the island was 1,478,663. The Foreign Nationals component of visitors was - 1,386,996 (up 4.5 per cent) and Non-Resident Jamaicans - 91,667 (up 4.3 per cent), respectively.

#### 1.1.3 Cruise Passenger Arrivals

Cruise passenger arrivals to the island grew by 3.3 per cent, to reach 1,135,843 persons. Consistent with this improved performance, total number of ship calls in the year grew by 5.4 per cent to 508 calls, relative to 2004 when total ship calls stood at 482. Calls to Montego Bay (181) and Ocho Rios (318) increased by 11.0 per cent and 2.6 per cent, respectively. A total of 9 vessels carrying 4 016 passengers visited Port Antonio in 2005. This compared with 9 ship calls and 3 504 passengers during 2004.

### **1.1.4 Tourism Receipts**

Projected visitor expenditure totalled US\$1, 545.0 million, a 7.4 per cent increase relative to 2004. This was the third consecutive annual growth in visitor expenditure and was due to increases in both visitor arrivals and increased expenditure per day.

## **1.2 GROWTH IN INVESTMENTS IN THE TOURISM ACCOMODATION SECTOR 2002-2007**

### **1.2.1 New Rooms**

Since 2002, to 2006 over 2,000 new rooms have been added to the island's inventory. Over the following five years, more than 7,000 new rooms will be added to the island's inventory. Hotels currently under construction which are scheduled to open in 2006/07, are Iberostar Rosehall and Bahia Principe Jamaica (Pinero Group). AM Resorts, Fiesta among others when constructed will add over 6,000 new rooms.

### **1.2.2 Investments in Infrastructure**

Large investments in road infrastructure facilitated the expansion of the Tourism Industry. Investment in the industry continues to be high and is concentrated mainly in hotel construction.

### **1.2.3 Recently Opened Hotels**

Hotels that have been opened since 2002, include Club Riu Negril(450 rms), Sandals Whitehouse (360 rms), Riu Ocho Rios (850 rms), Rhodes Hall Plantation (12 rms), Fun Holiday Beach Resort (40 rms) and For Real Beach Resort (30 rms) and Eden Gardens.

### Hotels Scheduled to open 2005-2007

Project	Location	Employment	Value	Rooms	Status
Bahia Principe	St. Ann	1 140	J\$8.93b	1,918	Work in Progress
Barcelo	St. Ann	400	J\$4.4b	1,000	Work in Progress
RIU III	St. Ann	846	J\$2.8b	850	
Iberostar	St. James	700	US\$110	950	Work in Progress
Palmyra	Trelawny	350	J\$4.9b	1,033	Planned Development
AM Resorts	Trelawny	1425	J\$9.9b	2,305	Planned Development
Fiesta	Trelawny	1500	J\$7.59b	1,000	Planned Development
Harmony Cove	Trelawny	15000	US\$3.0b	5,000-10,000	Work in Progress

## 1.3 TOURISM INDUSTRY STRUCTURE

The tourism industry is broken down into the following sub-sectors:

### 1.3.1 Accommodation

This sub-sector is comprised of the following;

- Hotels
- Resort Cottages/Villas
- Guesthouses
- Apartments

### 1.3.2 Ground Transportation

This sub-sector represents contract carriage operators ( taxis, tour operators) and car rental firms who provide ground transportation services for tourists in the form of airport transfers, transportation to and from attraction sites, tours and other places of interest.

### 1.3.3 Entertainment

This sub-sector includes the visual and performing arts, night clubs, man-made attractions and leisure complexes, sports and recreation facilities, cultural and artistic venues, events and tour operators.

### **1.3.4 Shopping**

This sub-sector comprises in-bond stores and other shops located in resort areas selling mainly to tourists.

### **1.3.5 Food & Beverage**

This sub-sector comprises restaurants and night clubs in resort centres which cater mainly to tourists.

## **1.4 TOURISM MASTER PLAN**

The Master Plan recognizes that greater diversification of the Jamaican product offering is the key to improving its competitive position both regionally and in the global context. It acknowledges that sustainability requires:

- i greater involvement of communities in the industry, whether as entrepreneurs, or as service providers, so that there will be a better spread of the benefits;
- ii incorporation of more opportunities to showcase Jamaica's culture and heritage;
- iii forging stronger linkages with sports and entertainment;
- iv forging stronger linkages with other productive sectors such as agriculture;
- v greater focus on environmental management and protection by all players in the sector and
- vi increased effort in events led (including sporting events) promotion and in focusing more attention on marketing and promotions in Europe.

### **1.4.1 Five Key Objectives**

The five key objectives of the Plan are:

- i Growth that is based on sustainable market position - anticipating and responding to market trend by the promotion of Jamaica's unique heritage.

- ii Enhancement of the visitor experience by improving the quality of the product such as the beautification of resort areas and providing a greater variety and higher quality of attractions.
- iii Community based development - encouraging local communities to take part in the ownership of the industry.
- iv An inclusive industry - encouraging persons to participate in the development of tourism. In addition to strengthening linkages with other sectors for example, agriculture and manufacturing thus widening the scope of opportunities for participation.
- v Environmental sustainability - increasing the level of awareness, monitoring resulting in improvement in environmental management so that it is in line with the increase in social and physical infrastructure development of resort areas.

## CHAPTER 2

### POLICIES AND LEGISLATIONS GUIDING THE INDUSTRY

#### 2.0 POLICY FRAMEWORK

This ministry has three portfolio responsibilities; Tourism, Entertainment and Culture (MTE&C) all of which contribute significantly to national development objectives through job creation, foreign direct investments and business development. The main policy documents which provide the framework for the Ministry of Tourism, Entertainment and Culture portfolios are:

- i The National Industrial Policy
- ii The Master Plan for Sustainable Tourism Development in Jamaica

#### 2.2 LEGISLATIVE FRAMEWORK

The following are the statutes and regulations controlling the Tourism industry:

##### 2.2.1 Statutes

These are the statutes directly relevant to the industry under the purview of the Ministry of Tourism, Entertainment and Culture.

- i Jamaica Tourist Board Act
- ii Tourism Enhancement Fund Act
- iii Hotel Incentives Act
- iv Resort Cottages (Incentives) Act
- v Access to Information Act

##### 2.2.2 Regulations

The following are the relevant regulations:

- i Jamaica Tourist Board Law and Regulation
- ii Tourist Shopping Regulation
- iii Travel Agency Law and Regulation
- iv River Rafting Regulation



## 2.3 OTHER POLICY INITIATIVES

Other policy initiatives that have been approved by Cabinet to address the needs of the tourism sector are; Attractions Incentives, Work Permit, Government Concession to the U-Drive Industry. These initiatives are led by the Ministry and are carried out by the various committees made up of government, statutory bodies and private sector representatives. These Committees as well as any changes in the structures are usually approved by Cabinet.

## CHAPTER 3

### THE TOURISM MINISTRY

#### 3.0 OBJECTIVES OF THE TOURISM MINISTRY

The main objective of the Ministry is to facilitate the ongoing viability of the Tourism sector through the creation of appropriate mechanisms to support the delivery of services by the Ministry and its agencies through:

- i Coordination of the development of tourism policies, legislation, plans and programmes.
- ii Participation in the development, coordination, implementation, monitoring and evaluation of activities that would enhance the Ministry's efficiency in service delivery to the tourism sector and the wider Jamaica.
- iii Promotion and monitoring of programmes and projects organized under bilateral agreements or by regional and international entities concerned with tourism.
- iv Development, implementation/coordination of programmes which can encourage the expansion and diversification of the tourism sector in ways which will allow for the conservation and preservation of the natural environment as well as the cultural and historic heritage.
- v Participation in the administration of incentive schemes provided for the Tourism Industry.

#### 3.1 TOURISM AGENCIES

The main agencies under the Ministry of Tourism, Entertainment and Culture are listed below:

##### 3.1.1 Jamaica Tourist Board (JTB)

The Jamaica Tourist Board has as its main function the marketing and promotion of Jamaica's tourism. Its role is to:

- i Keep prominent Jamaica's profile as a tourism and travel

destination in the international marketplace.

- ii Facilitate product improvement by working with the public and private sectors to improve and enhance those facilities which support Jamaica's image as a tourism travel destination.

### **3.1.2 Tourism Product Development Company (TPDCo.)**

The role of the Tourism Product Development Company is to develop and improve the island's Tourism product to position Jamaica as a preferred destination and to ensure that tourism is sustained as a major contributor to the development of the economy. It aims to do this through facilitating growth and encouraging expansion of the tourism sector and by ensuring and encouraging training of the stakeholders within the sector.

### **3.1.3 Jamaica Vacations/ Jamaica Reservation Services (JAMVAC/JRS)**

The activities of Jamaica Vacations (JAMVAC) were subsumed under the Jamaica Tourist Board. JAMVAC's main responsibility is to increase airlift into Jamaica. The Jamaica Reservation Services (JRS) is a limited liability company operating mostly out of Miami, Florida. Its primary function is to respond to telephone calls to 1-800-JAMAICA with country and tourism product information. JRS also provides reservation services.

### **3.1.4 Milk River Hotel & Spa and Bath Fountain of St. Thomas**

These are mineral spas known for the therapeutic value of their natural hot and cold water springs. Both properties have rooms, private baths and restaurants. While these properties enhance the tourism product they also promote opportunities to alleviate poverty in the communities through the provision of employment.

### **3.1.5 Tourism Enhancement Fund**

The Tourism Enhancement Fund Management Unit is responsible for the management and general administration of the Tourism Enhancement Fund as well as to monitor and evaluate the various projects that are financed by the Fund.

## CHAPTER 4

### INCENTIVES / FACILITIES AVAILABLE TO STIMULATE INVESTMENT IN THE TOURISM INDUSTRY

#### 4.0 INCENTIVES AND CONCESSIONS

At present the tourism sector is the beneficiary of a number of incentives and concessions that are designed to encourage investment in the sector and to allow all tourism entities to upgrade their facilities so as to remain competitive in the marketplace.

#### 4.1 THE HOTEL INCENTIVES ACT

Hotel Incentives are granted to hotels containing an aggregate number of not less than ten (10) bedrooms and facilities for meals and the accommodation of transient guests, including tourists, for reward.

Under the Hotels Incentives Act (1990), ten (10) years relief from GCT, income tax and import duty are available to:-

- i New Hotels
- ii Existing hotels adding a minimum of ten (10) rooms or thirty percent (30%) of the existing number of rooms (whichever is greater).
- iii Existing hotels that have done or intend to do substantial structural alteration.
- iv Approved convention hotels with three hundred and fifty (350) or more bedrooms are entitled to income tax and import duty relief ranging from eleven to fifteen (11-15) years.

The items eligible for exemptions from customs duty/GCT under this Act can be seen at Appendix I.

##### 4.1.1 Applications

Applications are processed by the Ministry of Tourism, Entertainment and Culture assisted by JAMPRO which is located at 35 Trafalgar Road, Kingston 10.

### **4.1.2 TPDCo's Manuals**

The Tourism Product Development Company Limited has prepared for use by hotel developers and hotel operators two manuals to use as guides. The first which gives guidelines and principles for hotels is at Appendix 2. The second guide deals with hotel evaluations which can be seen at Appendix 3.

## **4.2 THE RESORT COTTAGES INCENTIVES ACT**

The Resort Cottages Incentives are granted to cottages, villas, apartments and townhouses in resort areas.

### **4.2.1 Resort Cottage**

“Resort Cottage” means any building containing or intended to contain when completed, not less than two (2) furnished bedrooms, a furnished living room, bathroom facilities and facilities for the preparation and consumption of meals and used or intended to be used for the accommodation of transient guests including tourists for reward.

### **4.2.2 Group of Resort Cottages**

“Group of Resort Cottages” means two or more resort cottages –

- i containing an aggregate number of not less than ten (10) bedrooms;
- ii situated in the same district, village or town and
- iii owned by the same person.

New resort cottages are entitled to seven (7) years relief from income tax.

### **4.2.3 Benefits**

Under the Resort Cottages Act, owners, tenants or operators of resort cottages or groups of resort cottages are entitled to benefits. Items eligible for exemption from Custom Duty/GCT under this Act can be seen at Appendix 4.

### **4.2.4 Applications**

Applications are processed by the Ministry of Tourism, Entertainment and Culture assisted by JAMPRO.

### **4.3 ATTRACTIONS**

Incentives are available for the establishment, refurbishment, conservation, reconstruction, and repositioning of attractions in the market place so as to stimulate growth in the sub-sector.

#### **4.3.1 Definition of Attraction**

An attraction is defined as:- “A natural or man-made entity which offers horticultural, cultural, historical, equestrian, aquatic, or aerial activities for reward or profit and any other facility the Honourable Minister may approve from time to time”.

#### **4.3.2 Watersport as Attractions**

Attractions also include water sport which consist of scuba diving, water skiing, parasailing, sunfish sailing, jet skiing (presently there is a moratorium on jet skiing activities), boat excursions, snorkeling, and such other sporting activities as the Minister may order or declare to be water sport for the purposes of the Tourist Board Act.

#### **4.3.3 Benefits to Sub-sector**

The sub-sector now benefits by importing specific items free of GCT and Customs Duty for five years. Investors in attractions can be granted up to a maximum of five (5) years exemption from corporate taxes.

#### **4.3.4 Attractions Manuals**

Two mannuals have been prepared by TPDCo on Attractions. One provides guidelines, general principles and standardsfor Attractions and is attached as Appendix 5. The other deals with the identificationof problems for evaluation and solution. It also provides information on the pre-requisites for a Nature Attraction Licence and can be seen at Appendix 6.

### **4.4 TOURISM GROUND TRANSPORTATION SUB-SECTOR**

The following concessions are granted to the tourism ground transportation sub-sector:

#### **4.4.1 U-Drive Industry/Car Rental Industry**

The U-Drive industry has received concessions to import cars up to 3000 cc. and Sports Utility vehicles (SUVs) up to 2000 cc. where the C.I.F. value

does not exceed US \$ 30,000. The main stipulations are:

- i Vehicles imported must be new
- ii Operators are restricted from disposing of vehicles until eighteen (18) months has elapsed
- iii GCT is waived in excess of the amount payable on second sale of motor vehicle.

Guidelines and standards pertaining to the Car Rental Industry can be seen in the TPD Co Car Rental Manual at Appendix 7. Please note that a new policy is being developed for the transportation subsector of the tourism industry.

#### **4.4.2 Contract Carriage Operators**

Contract carriage operators, who provide ground transportation services for tourists in the form of airport transfers, transportation to and from attraction sites, tours and other places of interest are eligible for duty concessions on the following:

- i Space Wagons
- ii Limousines
- iii Buses
  - Space Wagons – 67% aggregate duty (GCT & Customs)
  - Limousines – 108 – 121 % aggregate duty (GCT & Customs)
  - Buses (6-8 seats) – 67% aggregate duty (GCT & Customs)
  - Buses (9-14 seats) – 55% aggregate duty (GCT & Customs)
  - Buses (15-24 seats) – 35% aggregate duty (GCT & Customs)
  - Buses (25 seats and over) -10% Customs duty (no GCT)

#### **4.4.3 Applications**

Applications for Contract Carriage are processed by the Ministry of Tourism, Entertainment and Culture and recommended to the Ministry of Industry, Technology, Energy and Commerce for final approval.

### **4.5 COMPREHENSIVE INCENTIVE POLICY**

The Ministry in collaboration with the Ministry of Finance and Planning and through consultation with stakeholders from the sub-sector is now in the process

of drafting a policy which will provide a more comprehensive incentive policy (i.e. a more uniform access to incentives to all tourism ground transportation entities.

## **4.6 OTHER INITIATIVES AVAILABLE TO ASSIST THE SECTOR**

### **4.6.1 WORK PERMITS**

Assistance is provided in fast tracking applications for foreign nationals who intend to work in the tourism sector. Applications are processed by the Ministry of Tourism, Entertainment and Culture and recommended to the Ministry of Labour and Social Security.



## CHAPTER 5

### INVESTMENT PROCEDURES

#### 5.0 ACCESSING OF INCENTIVES

The details regarding the accessing of various incentives are outlined below in this chapter.

#### 5.1 PROCEDURE FOR ACCESSING THE HOTEL INCENTIVE ACT (HIA) AND RESORT COTTAGE INCENTIVE ACT (RCIA)

Completed Application forms for HIA and RCIA must be accompanied with the following supporting documentation:

- i Approved Building Plans
- ii Copies of Articles and Memorandum of Association, Certificate of Incorporation for Company
- iii Copy of Certificate of Title to property
- iv Copy of letters of confirmation from funding sources
- v Copy of management/lease agreement (if operator of property is different from owner).

#### 5.2 PROCEDURE FOR ACCESSING ATTRACTIONS INCENTIVES

Completed Application forms must be accompanied with the following supporting documentation:

- i Copies of Certificate of Incorporation, Memorandum and Articles of Association (if a company makes application). A Certificate of Registration of Business Name is required for sole traders or partnerships.
- ii Copy of Certificate of Title / Lease or Management Agreement
- iii List of items and quantities to be purchased, certified by TPDCo (for those entities undertaking refurbishing that does not involve any construction e.g. re-furnishing and/or re-equipping) and/or

receipts, and/or import documents. All documents relating to items to be imported must be in the name of the relevant company/business name and addressed to the relevant property.

- iv Pro-forma invoice(s) [also to be in the name of the company/business and addressed to the relevant property].
- v Copy of Tax Compliance Certificate.
- vi Certified True Copy, signed by Director or Company Secretary, of Balance Sheet for last year of operation. [Audited statements are not required]
- vii Copy of JTB Licence/TPDCo Inspection Report
- viii Photograph of facility (8" x 10")/Brochure
- ix Processing fee of J\$2500.00

### **5.3 ATTRACTION INCENTIVE COMMITTEE**

Applications are reviewed by the Attractions Incentive Committee and recommended to the Ministry of Finance and Planning for Final Approval. Committee meets once per month.

## CHAPTER 6

### TAXES

#### 6.0 TAXES PAID BY THE ACCOMADATION SUB-SECTOR

Presented below is an overview of taxes applied to the tourism accommodation sub-sector.

Note: Hotels, Resort Cottages and Attractions that are approved for incentives are exempted from paying Customs Duty and GCT. All other taxes are applicable.

#### 6.1 CUSTOMS DUTY

This tax is payable on imported goods. (varies according to the items)

#### 6.2 GENERAL CONSUMPTION TAX (GCT)

##### 6.2.1 General Consumption Tax (GCT) on Inputs

(Generally 16.5% on items bought except for particular items) – GCT is paid on goods and services except those items that are zero-rated and those that are exempted from GCT. Zero rated items are items that attract 0% GCT. Exempted items are items that do not attract GCT.

##### 6.2.2 GCT on Outputs

GCT is reported on goods and services at 8.25% exclusive to the tourism sector.

The Ministry of Finance has carried out an analysis of net GCT contribution by the sector which indicated that the Government is receiving approximately 2% of total tax-inclusive income reported.

- i Tax rate is deemed to be 8.25% of taxable value, and not on consideration ( total amount paid by tourist excluding tax);
- ii Hotels are allowed to deduct, from amount collected from tourist, gratuity paid to employees, amount paid to transport guests between airport and hotel and commission paid to overseas travel agents, before accounting for tax;

- iii Tax paid on expenses attracts a tax rate of 16.5%, for which the sector can claim credit against output tax;
- iv A special credit of 33.33% of GCT paid on alcoholic beverage is allowed;
- v The sector is allowed to claim a credit for tax paid on building materials. This does not apply to any other sector.

### **6.3 STANDARD COMPLIANCE FEE (SCF)**

A fee of 0.3% imposed by the Bureau of Standards for services rendered in checking goods. The SCF is calculated on the C.I.F. value.

### **6.4 CORPORATE TAX**

This is a tax on corporate profits.

### **6.5 SPECIAL CONSUMPTION TAX (SCT)**

This is a tax imposed on prescribed goods

### **6.6 STAMP DUTY**

Postage stamps to the value of JA\$5.00 must be affixed on receipts with a Cost Insurance Freight (C.I.F) value of Five Thousand Five Hundred Jamaican Dollars (JA\$5,500.00) and less. For receipts with values above this range, One Hundred Jamaican Dollars (JA\$100.00) worth of stamps must be affixed.

### **6.7 ADDITIONAL DUTY**

Additional stamp duty is payable on certain items e.g. chicken and most chicken parts, pork and pork products, beef and some beef products; some aluminum products, alcoholic beverages and cigarettes.

### **6.8 CUSTOMS USER FEE**

This fee is applicable to all imports and is calculated on the CIF value of all goods being imported. The fee also forms part of the personal and household effects of a passenger, if the value of these goods have exceeded US\$500.00.

## **CHAPTER 7**

### **TOURISM ENHANCEMENT FUND**

#### **7.0 TOURISM ENHANCEMENT ACT**

The “Tourism Enhancement Act, 2004” was finalised on December 22, 2004. This Act provides the legal basis for the Ministry of Tourism, Entertainment and Culture (formerly known as the Ministry of Industry and Tourism) to establish a mechanism for the collection of a small fee from incoming airline and cruise passengers. These fees are placed into a dedicated Fund (Tourism Enhancement Fund) to be used for the sole purpose of implementing the recommendations emanating from the Master Plan for Sustainable Tourism Development, 2002.

#### **7.1 COLLECTION OF TOURISM ENHANCEMENT FEES**

Collection of the Tourism Enhancement Fees from scheduled airlines and charter flights began May 1, 2005. US\$10.00 is charged to incoming airline passengers and US\$2.00 to cruise passengers.

#### **7.2 THE TOURISM ENHANCEMENT FUND MANAGEMENT UNIT**

The Tourism Enhancement Fund Management Unit administers projects emanating from the Tourism Master Plan and is responsible for the management and general administration of the Fund as well as to monitor and evaluate the various projects that are financed by the Fund.

#### **7.3 CATEGORIES OF PROJECTS TO BE FUNDED**

Projects to be funded should fall within at least one of the following categories:

- i Heritage and Health
- ii Resort Enhancement (Product development beautification)
- iii Community Tourism
- iv Sports and Entertainment
- v Environmental Management
- vi Culture

## CHAPTER 8

### SUPPORT TO THE TOURISM INDUSTRY

#### 8.0 SUPPORT ORGANIZATIONS

A number of organizations provide support to the tourism industry. These take the form of :

- i product development,
- ii training,
- iii information on investment opportunities, economic and market trend,
- iv business development and technical assistance

The major support institutions are listed below.

#### 8.1 JAMAICA PROMOTIONS CORPORATION (JAMPRO)

JAMPRO provides information on investment opportunities and business facilitation such as accessing incentives, permits and approvals.

#### 8.2 JAMAICA BUSINESS DEVELOPMENT COMPANY (JBDC)

The Jamaica Business Development Centre is responsible for development of industries including micro, small and medium size enterprises. The organization is staffed with technical, design and business advisors who provide support to industries from concept to market. It also operates a retail chain of craft and gift outlets, called Things Jamaican, which is a promotional window for the client group.

#### 8.3 HEART TRUST /NTA

TPDCo. in collaboration with HEART Trust /NTA through its Team Jamaica Programme provides training to tourism workers. Other areas of training, such as tour guide is provided on request by TPDCo.

HEART/NTA provides training in various levels of the hospitality industry.

## **8.4 CONTACT INFORMATION**

For further information please contact:

The Permanent Secretary

Ministry of Tourism, Entertainment of Culture

1-4 Knutsford Boulevard, Kingston 5

Tel: 876- 920-4926-30

Fax: 876-926-6618

Website: [www.tpdco.org.mt](http://www.tpdco.org.mt)

**Appendix I****ITEMS ELIGIBLE FOR EXEMPTION FROM CUSTOMS DUTY / GCT  
UNDER THE HOTELS (INCENTIVES) ACT (1990)**

- Air conditioning apparatus and appliances
- All Building Materials
- Bar equipment
- Bath tubs, basins, toilets, showers and other bathroom fittings
- Bed linen
- Bedsprings
- Billiard tables and their appliances
- Blankets
- Commercial floor polishers
- Commercial vacuum cleaners
- Computer hardware
- Conference room equipment (for example, acoustical equipment)
- Crockery
- Cutlery
- Drapery material and upholstery fabrics
- Dynamos
- Electric and gas cooking equipment
- Electric fans
- Electric light, bell and telephone equipment and appliances (not to include electric light bulbs)
- Electrical transformers and panel board
- Elevators
- Fire extinguishers and apparatus
- Golf carts
- Hot water equipment, boilers and tanks
- Iceboxes
- Ice-making machines
- Kitchen sinks and other kitchen fixtures
- Kitchen utensils including stoves
- Laundry equipment (namely domestic and commercial washers and dryers)
- Mattresses
- Mirrors
- Organs
- Pianos
- Radios
- Refrigerating apparatus and appliances
- Rugs and carpets
- Satellite communications systems (only one such system permitted)



- Security vaults and safes
- Sewerage plant and equipment
- Silver and plated tableware
- Sports and gym equipment
- Swimming pool equipment
- Table glassware
- Table linen
- Television and radio equipment
- Towels
- Water pumps
- Water treatment plant and equipment
- Watersports equipment, boats, and other types of seacraft (excluding jet skis and wave runners)

***NB. Construction Equipment and Furniture NOT ELIGIBLE***

## Appendix 2

# TOURISM PRODUCT DEVELOPMENT CO. LTD.



Tourism Product Development Company Ltd.  
64-70 Knutsford Boulevard, Kingston 5

## **HOTEL MANUAL**

**Standards, Guidelines and General Principles**

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**Appendix 2****STATEMENT OF GUIDELINES  
AND GENERAL PRINCIPLES**

- I. Building construction should meet the most stringent requirements for safety, health and environment codes. The exterior and interior of the building should meet current life/safety codes or have a programme to eliminate deficiencies. High sanitary standards should be evident with respect to guest rooms, dining rooms, kitchen and the food service in order to protect the guest.
- II. Housekeeping must be above reproach, having fresh linen (showing minimum wear and without spots or stains) supplied daily. All furniture must be stable, safe and strong enough for its intended uses. Furniture moldings, closet shelves and appliances must be free of dust and dirt. Carpet and upholstery must not show obvious wear or stains. All appliances must be kept in good working order. There must be high standard of maintenance throughout the building.
- III. The quality cuisine, service, accommodation and amenities should meet international standards. Each hotel should seek to maintain quality service at all times. Personalized attention to guests' comfort and a strong emphasis on quality food and beverage service should be evident.
- IV. Self-monitoring systems should be in place at all times to measure the level of guest satisfaction and to improve the quality of service offered. It is desirable that guests' criticisms and complaints be tabulated and corrected so as to prevent a recurrence.
- V. Management should conform to ethical business practices in all respects. Management Programmes should include regular audits of the facilities to ensure that quality standards are maintained.

## Appendix 2

### 1 ENTRANCE

The entrance to the hotel should be ideally located and the name of the hotel properly displayed.

- 1.1 **Driveway and grounds should be:**
- immaculate and well maintained
  - free from obstruction
  - well lit, with clearly marked identification signs
  - equipped with adequate parking  
**(double parking should not be allowed)**
  - designed with parking facilities for the disabled

### 2 SECURITY

- 2.1 **Security should include:**
- twenty-four (24) hour service
  - personnel in uniforms with name tags
  - radio contact with the main office
  - personnel trained in customer service
  - I.e. hotel service, guest policies, information and complaint handling

### 3 BUILDINGS

- 3.1 **Buildings should be maintained with:**
- well painted exterior
  - clean walls, windows and doors
  - no evidence of exposed electrical cables
  - an adequate number of operational lights
  - no debris on steps, walkways and surrounding areas
  - clean and functional gutters
  - eaves in good condition free of cobwebs and dust
  - roof tops in good condition

### 4 LOBBY

This area should be a place of beauty, having uniformity in decor with a planned layout for maximum efficiency and comfort. It should also be well maintained, clean and free from dust, grease and cobwebs.

- 4.1 **It should consist of:**
- adequate seating with furniture in good condition (**i.e. no scratch marks, dirt or cigarette burns**)
  - proper lighting with clean operational light fixtures
  - functional elevators with adequate ventilation
  - carpets vacuumed daily and shampooed on a regular basis
  - woodwork well polished
  - walls clean and free from smudges
  - clean and up-to-date activity and information boards
  - properly mounted fire extinguisher with updated inspection card attached

## Appendix 2

### 5 PUBLIC WASHROOMS

There should be separate facilities for males and females, including facilities for the disabled.

**5.1 The washrooms should include:**

- signs indicating male and female facilities
- adequate lighting and ventilation
- toilet doors fitted with locks
- clean toilets, basins, faucets and urinals
- rails for the disabled

**5.2 These facilities should include:**

**5.2.1 MALE**

- toilets with lids
- urinals
- wash basin with mirror
- covered waste container
- toilet paper holder
- soap/soap dispenser
- paper towel holder or automatic hand dryer

**5.2.2 FEMALE**

- toilets with lids
- receptacle for sanitary napkins
- wash basin with mirror
- hook fitted behind cubicle door
- soap/soap dispenser
- paper towel holder or automatic hand dryer
- toilet paper holder
- seating area with counter mirror and covered waste basket

**N.B. There should be a record of hourly inspection by management posted behind the entrance of the door.**

### 6 ELEVATORS/STAIRCASE

Buildings with three (3) or more floors should be equipped with functional elevators, inclusive of service elevators. Areas designated for elevators/staircases should be well lit and properly identified.

**6.1 Elevators should be:**

- well ventilated
- designed with adequate capacity for hotel operation
- serviced regularly and inspected annually for mechanical safety

**N.B. Outside staircases should be covered.**

## Appendix 2

### 7 RECEPTION AND REGISTRATION AREA

#### 7.1 Doorman should be:

available in all hotels  
neatly attired with clean and well fitting uniform  
courteous and attentive  
knowledgeable about guest activities, hotel policies  
and the country as a whole

#### 7.2 Bellman Service should be:

available twenty-four (24) hours per day

#### 7.3 Bellman should be:

neat, clean with tailored uniform and name tags  
courteous, informative, helpful and efficient  
available to escort all guests to their rooms  
available to inspect guest rooms prior to arrival

### 8 FRONT DESK

This area should be clean, well lit and designed for maximum efficiency.

#### 8.1 The front desk should be:

equipped with a counter/desk  
manned at all times  
staffed with pleasant, courteous and attentive  
personnel in uniforms with name tags  
provided with daily reservation listing and rate sheets  
equipped with safety deposit boxes  
computerized and equipped with room rack  
and an account pit  
provided with a foreign exchange rate board  
equipped with a well stocked first aid kit  
provided with an activity log book  
equipped with a switchboard, fax machine/telex

### 9 CORRIDORS

If carpeted, the carpet should be clean, free from spots and unpleasant odors.

#### 9.1 This area should be:

clean and well lit  
equipped with services and up to date fire fighting  
equipment

#### 9.2 Directional signs to indicate:

room number  
ice machines  
emergency exits  
elevators



## Appendix 2

### 10 BEDROOMS

#### 10.1 Bedrooms should be:

comfortable with a minimum space of 140 sq. ft  
(13.00 sq. m) not including space occupied by any balcony or build-in  
cupboard.  
designed to accommodate the physically disabled  
furnished with good quality furniture  
furnished with a minimum of:  
twin/double/queen or king size beds  
two night tables  
one dressing table with mirror  
two lamps  
two chairs  
one desk  
one luggage rack  
one waste basket  
radio and /or television  
hanging pictures to complement decor

#### 10.2 Bedroom should be equipped with:

Telephones  
Deadbolt, chain and peephole on doors  
Ceiling light fixtures  
Air conditioning and /or ceiling fan  
ice bucket, jug, glasses on a tray  
six (6) plastic/wooden hangers  
required bed linen (fitted sheets, flat sheets, blankets, bedspread and pillow  
cases)  
pillows  
firm mattress with mattress protector  
non flammable material for drapes, bedspreads, upholstering etc.  
phone book, guest directory, **DO NOT DISTURB** sign,  
writing paper, envelopes, memo pad, pen and post cards,  
match and candles  
a plan showing routes to emergency exits

#### 10.3 Maintained with clean:

floor, walls and ceilings  
windows/doors with properly hung drapes

#### 10.4 Suites:

Should be furnished and maintained in a similar manner to bedrooms. In  
addition, each suite should have two (2) bedrooms and a lounge and /or  
sitting room ( kitchenette and dining area with bar facilities optional)

## Appendix 2

### 11 BATHROOM

Bathroom should be clean, well lit, well maintained and free from odors.

#### 11.1 Bathroom should be equipped with:

- tub/shower with easy to operate controls
- toilet with lid
- mirror, wash basin and dresser
- toiletries (soap/shampoo/body lotion)
- well secured towel holder (two bath towels, two face towels, two wash cloths and bath mat)

#### 11.2 Bathroom should have:

- adequate ventilation
- floor, tiles and grouting clean and in good condition
- shower heads free from calcium deposits
- good plumbing and adequate water supply
- clean shower curtain, liner, rod and clips
- clean toilet, free from stains and in good condition
- clean mirror, wash basin, dresser, bath mat and waste basket

### 12 DINING ROOM

This area should have an elegant setting, conducive to dining.

#### 12.1 The Dining Room should be equipped with:

- adequate chairs and tables arranged for maximum efficiency
- waiter stations, trays and side stands
- air condition units/fans
- appropriate lighting
- properly mounted fire extinguisher with updated inspection card attached

#### 12.2 The Dining Room should have:

- hours of operation posted at entrance
- menu displayed outside dining room
- menu cards available and in good condition
- clean and spotless table linen
- clean, sanitized, non-chipped glassware
- matching cutlery of good quality
- fresh flowers on each table
- salt and pepper shakers, condiments, toothpicks and ashtrays
- staff neatly attired in well fitted uniforms and with name tags
- Maitre D', Captain, Host or Hostess available for the seating of guests
- quality food served at all times
- background music at low volume level
- clean walls, ceilings and floors

## Appendix 2

### 13 BAR/LOUNGE

The decor should be attractive and inviting.

#### 13.1 The Bar should be equipped with:

- counter, stools, shelves and racks
- refrigerators, chillers
- double sinks with drain mats
- blending machines, cutting boards
- basic beverage requirements
- cocktail napkins, straws, coasters
- ashtrays and matches
- clean and sanitized non-chipped glassware
- knives, mixing spoons, strainers and openers
- non skid rubber mats/duct boards
- air condition units/fans
- appropriate lighting
- properly mounted fire extinguisher with updated inspection card attached

#### 13.2 The Bar should consist of:

- a standardized beverage manual
- price list
- well trained, courteous and helpful staff,
- neatly attired with name tags

### 14 KITCHEN

- Hotel must have valid Health Certificates
- Personnel should have valid food handlers permit
- Standard hygiene codes should be enforced
- Hotels in excess of one hundred (100) rooms should have a hygienist on staff.

#### 14.1 Food Preparation Area

Should be:

- clean, free from grease, cobwebs, rodents, insects, dogs and other animals
- equipped with functional and well maintained equipment
- equipped with exhaust fans, (grease traps), screen duct board/non skid mats which should be cleaned and in good condition
- equipped with well stocked first aid kits
- properly mounted fire extinguishers with updated inspection card attached

#### N.B. Food Temperature

- Food should be served at the correct temperature
- Refrigerated food must be kept at 4<sup>0</sup>C (40<sup>0</sup>F) or below
- Frozen food must be kept at 18<sup>0</sup>C (0<sup>0</sup>F) or below.

## Appendix 2

### 14.2 Meat Cutting Area

Should consist of:

- clean equipment in good working condition
- equipment (after use) free from meat particles and blood
- refrigerated conditions for the thawing of meat
- clean sanitized cutting boards free from splits
- duct boards/non skid mats
- clean walls, floors and ceiling

**N.B. Meat should not be held at room temperature.**

### 14.3 Cold Storage/Freezer/Refrigerator

Should have:

- adequate seal, door gasket and locking mechanism
- no build-up of ice on floor and on cooling unit
- ice that does not exceed 1/4 inch in thickness
- food stored with no possibility of cross contamination from raw to ready to eat food
- stock rotation in practice - no long stay leftover
- carcasses hanging on sanitary hooks to prevent freezer burns
- Food stored on shelves adequately spread and design to permit air circulation
- cleaning schedule should be posted at all station contain:
  - what is to be cleaned
  - how frequently
  - by whom
  - name of cleaning and sanitizing agent
- floor drain designed to prevent to prevent sack flow into the unit
- units free from offensive odor with no mold growth
- shallow pans (not large containers) for cooling fans
- cold storage facilities labeled with a number inclusive of temperature specifications *e.g. No.2-Frozen Foods*
- adequate refrigeration capacity (as a guide 25 to 35 cubic feet 1m<sup>3</sup> per 1,000 meals depending on delivery and purchasing policies)

**N.B. All items should be stored on shelves and NOT on the floor.**

### 14.4 Baking Area

Should consist of:

- adequate lighting
- functional equipment
- ovens clean and free from grease
- refrigeration facilities
- appropriate storage areas for utensils and ingredients
- stainless steel counters
- clean floors, walls and ceilings
- staff wash basin with soap and towels
- properly mounted fire extinguishers with updated inspection cards attached

## Appendix 2

### 14.5 Ware Washing

Should have a cleaners policy for washing pans and utensils such as:

- pre-scrape
- first sink - wash in detergent
- second sink - rinse
- third sink - emerged in approved sanitary solution at least 2 mins.
- cutlery in perforated cutlery trays
- dishware stored in machine baskets on clean shelves protected from dust by clean covers
- Utensils used for cooking stored on purpose built racks
- constant supply of hot and cold water
- proper drainage
- standard commercial dish washing machine
- machine temperatures maintained as follows:

pre-washing	110 F	-	125 F
washing	150 F	-	160 F
primary rinse	165 F	-	175 F
final rinse	180 F	-	195 F

## 15 DRY STORAGE

### 15.1 Area should have:

- shelves 18 inches from the ground
- chemicals, spare parts in separate area
- stock rotation in practice first in - first out
- crates marked with dates
- no leaking, no rusty cans, and cans with labels and contents
- no leaking from sewer lines, hot pipes
- adequate ventilation
- lighting at low level

**N.B. Pesticides and toxic substances should be stored separately and away from food items**

## 16 RECEIVAL AREA

### 16.1 Area should be:

- close to storage area
- equipped with platform, scales and trolleys
- clean and free from debris
- free from clutter

## 17 GARAGE DISPOSAL AREA

### 17.1 Area should be:

- free from rodents and insects
- cleaned and sanitized on a daily basis
- equipped with a tiled chill room for garbage

## Appendix 2

equipped with lined garbage containers  
accessible to garbage collectors

### 18 LINEN AND LAUNDRY AREA

#### 18.1 Area should be equipped with:

washing and drying machines  
laundry sinks  
counter, tables, irons, ironing boards  
properly mounted fire extinguishers with updated  
inspection card attached  
well stocked first aid kit

#### 18.2 Should have:

clean floor, walls and ceilings  
adequate ventilation and appropriate lighting  
separate bins for clean and soiled linen  
clean shelves and cupboards for freshly laundered linen  
laundry carts  
designated storage for:  
bedspreads/blankets  
sheets  
bath towels  
supplies

### 19 MEETING ROOMS

#### 19.1 Should be:

fully equipped with tables, chairs, public address system, podium, lectern,  
video recorder, flip chart, writing board and stationery  
air conditioned and well lit  
clean, comfortable and odor free  
equipped with coffee break facilities

### 20 SWIMMING POOL

#### 20.1 Area should be:

constructed with a non skid surface  
clean and well lit  
equipped with clean toilet and changing facilities  
equipped with clean and well maintained pool furniture  
staffed with certified lifeguard appropriately attired  
equipped with well stocked first aid kit

#### 20.2 Swimming Pool should have:

depths clearly marked on deck  
visible rule signs

## Appendix 2

dividing ropes with safety rings and hooks  
edges free from algae or grime  
clean, clear, chlorinated water treated on a daily basis

### 20.3 **Pool Room**

Should be:

equipped with well stocked first aid kit  
clean, well lit and have good ventilation

## 21 **HEALTH CLUB/SPA/ATHLETIC FACILITIES**

### 21.1 **Facilities should be:**

clean, neat and well lit  
free from mildew and odor  
manned during operating hours

### 21.2 **Area to be equipped with:**

detailed instructions regarding the use of the equipment  
well stocked first aid kit  
properly mounted fire extinguisher with updated inspection card attached

## 22 **BOILER ROOM AND UTILITY AREA**

### 22.1 **Area should be:**

painted, well lit and free from cobwebs and debris  
free from clutter and hanging electrical wires  
free from rodents and insects  
installed with proper drainage system (there should be  
no evidence of leaks)

### 22.2 **Should be equipped with:**

emergency lighting, lanterns and flash lights

**N.B. All employees in this area should wear protective clothing inclusive of water boots and helmets.**

## 23 **EMPLOYEES' FACILITIES**

### 23.1 **Washroom should consist of:**

clean and functional toilets basins and showers  
hot and cold water  
an adequate supply of toiletries  
clean floors, walls and ceilings free from cobwebs  
lockers in good working condition  
an individual assigned for regular cleaning on a daily basis

### 23.2 **Dining Room**

Area should have:

a pleasant environment with clean walls, floor and ceilings

## Appendix 2

good ventilation and lighting  
an adequate supply of tables and chairs  
clean furniture in good repair  
no evidence of rodents and insects

### 24 MEDICAL FACILITIES

All hotels should have fully equipped first aid kits  
There should always be a doctor on call  
Hotels in excess of one hundred (100) rooms should have a resident nurse  
All hotels should have personnel trained in First Aid and CPR.  
There should be at least one trained staff member on duty at all times

### 25 SAFETY

Fire drills should be conducted and recorded on a regular basis  
The fire chief should be invited to conduct fire drills twice per year and train hotel personnel on  
emergency measures that should be taken in the event of a fire.  
The fire chief should inspect the installation and maintenance of fire fighting equipment.

#### 25.1 Hotel should ensure that:

guests are aware of procedures to be taken in the event of an emergency  
the alarm system is functional  
fire exit escape routes are clearly marked and free from obstructions  
emergency lighting system is functional  
emergency notices are placed in guest rooms and public areas  
all guest rooms are equipped with smoke detectors  
hotel personnel are trained in disaster preparedness  
a Disaster Preparedness Committee (comprising selected staff members) meet periodically to review its responsibilities



**Appendix 2****26 ENVIRONMENTAL HEALTH ASPECTS OF HOTEL SANITATION  
WATER SUPPLY****26.1 WATER SUPPLY**

The water supply should be adequate, of a safe, sanitary quality, and from an approved public or private water supply system which is constructed, protected, operated and maintained in conformance with applicable laws, regulations and guidelines. In cases where non-potable water supply is approved by the Health Department for such purposes as air conditioning and fire protection, this non-potable supply must not be used in such a manner as to bring it into contact either directly or indirectly with food, food equipment or utensils.

**26.1.1 Hot and Cold Water**

Hot and cold running water, under pressure, shall be provided in all areas where food is prepared, and where equipment and utensils are washed.

**26.1.2 Transporting and Dispersing Water**

Ice should be made from water meeting the requirements of the Health Department.

Ice shall be handled, transported and stored in such a manner as to be protected against contamination.

If block ice is used, the outer surfaces shall be thoroughly rinsed so as to remove any soil before it is used for any purpose.

**26.2 SEWAGE DISPOSAL****26.1 All water-carried sewage shall be disposed of by means of**

A public sewerage system: or

An approved sewage disposal system which is constructed and operated in conformance with applicable laws and regulations.

**26.2 Non Water-Carried Sewage**

Non Water-carried sewage disposal facilities shall not be used except where water-carried disposal methods have been determined by the health authority to be impractical.

**26.3 TOILET FACILITIES**

All food establishments shall be provided with adequate easily accessible toilet facilities for employees, and, if patrons are allowed to eat on the premises, adequate facilities to accommodate them.

Toilet rooms shall have self closing doors and shall not open directly into any room used as a food room.

Toilet rooms shall be well lit and ventilated.

Toilet facilities shall at all times be maintained in a sanitary manner and free from objectionable odors.

## Appendix 2

Adequate supply of hot and cold potable water should be provided. Hot water should be of a temperature range of 100°F to 115°F for hand washing.

An adequate supply of soap in each lavatory at all times.

An adequate supply of disposable towels or a hot air-blower for hand drying.

Common use of towels is prohibited.

Covered, easily cleanable waste receptacles located

near the lavatories. These should be emptied daily.

An adequate supply of toilet tissue at each toilet at all times.

All toilet facilities, floor and walls shall be cleaned daily or as necessary to maintain a sanitary condition.

### 26.4 PLUMBING

All plumbing shall be installed and maintained in accordance with applicable plumbing laws and regulations.

The potable water supply piping shall not be directly connected with any non-potable water supply system.

The potable water system shall be installed in such a manner as to preclude the possibility of back siphonage.

Grease traps shall be installed as may be determined by the Health Authority.

Plumbing lines shall not be suspended over food preparation or utensils and dish washing areas, nor should these lines run on the floor of any food area.

### 26.5 DRAINS

Dish washing machines, refrigerators, steam kettles, potato peelers and similar types of enclosed equipment in which, food, portable equipment, or utensils are placed, shall not be directly connected to the drainage system.

Each waste pipe from such equipment shall be discharged into an open, accessible, individual waste sink, floor drain, or other suitable fixture, which is properly trapped and vented.

### 26.6 SOLID WASTE DISPOSAL

#### 26.1 Containers

All solid waste containing food waste shall be kept in containers, constructed of durable metal or other approved types of material, which do not leak and do not absorb liquids.

All containers shall be provided with tight fitting lids or covers and shall, unless kept in a special vermin-proofed room or enclosure or in a waste refrigerator, be kept covered when stored or not in continuous use.

Each container should be thoroughly washed after being emptied.

There must be adequate number of containers provided.

#### 26.2 Storage

Solid waste containing food shall be stored so as to be inaccessible to vermin.

## Appendix 2

### 26.3 Food Waste Grinders

Food waste grinders shall be so constructed and installed to the approval of the health authority.

### 26.4 Disposal

All solid waste shall be disposed of daily or otherwise as required by the health authority, and in such a manner as not to present a health hazard or nuisance.

## 26.7 VERMIN CONTROL

Effective control measures should be utilized to minimize the presence of rodents, flies, roaches, and other vermins on the premises.

### 26.7.1 Screening

All openings to the outer air shall be effectively protected against the entrance of such insects by self-closing doors, closed windows, screening, controlled air currents, or other effective means. Screening material shall not be less than 16 mesh to the inch or equivalent. Screen doors to the outer air shall be self-closing and open outwards.

### 26.7.2 External Grounds

The grounds shall be kept free from overgrow vegetation and properly drained to prevent the formation of puddles which act as breeding grounds for insects.

## 26.8 LIVE BIRDS AND ANIMALS

No live birds or animals shall be allowed in any area used for the storage, preparation, or serving of food, or for the cleaning or storage of utensils, or in toilet rooms, employees dressing rooms or areas, in vehicles used for transporting food, or in any other areas or facility used in the conduct of food service establishment operations.

## 26.9 POISONOUS AND TOXIC MATERIALS

Containers of poisonous or toxic materials shall be prominently and distinctly labeled for easy identification of contents.

When not in use, poisonous and toxic materials shall be stored in cabinets which are used for no other purposes, or in a place which is outside the food storage, food preparation and cleaned equipment and utensils storage rooms. Sanitizers and cleaning compounds shall not be stored in the same cabinet or area of the room with insecticides, rodenticides, or other poisonous materials.

## Appendix 2

### CONTACT INFORMATION

OFFICES TPDCo's services to the industry are islandwide and its offices are strategically located to facilitate the effective development and monitoring of its programmes.

The TPDCo Office:

**Kingston:** Pan Caribbean Merchant Bank Building  
64-70 Knutsford Boulevard, Kingston 5  
Tel: 968-3441; 968-8894; 968-3626; 968-1909  
926-0805; Fax: 929-8269

**Ocho Rios:** Ocean Villiage Shopping Centre  
Tel: 974-2093; 974-7705; Fax: 974-2586

**Montego Bay:** Cornwall Beach Complex  
Tel: 979-7987; 979-7988; 940-0374 Fax: 952-2868

## Appendix 3



Tourism Product Development Company Ltd.  
64-70 Hantsford Boulevard, Kingston 5

## EVALUATION of HOTELS



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## Appendix 3

### PREFACE

This booklet has been produced to help with the identification of problem areas. Any negative response checked in the booklet indicates a ~ hot spot and should be corrected as soon as possible.



**Appendix 3****PREREQUISITES FOR HOTEL LICENCE**

- i. Letter of application to the Jamaica Tourist Board.
- ii. Completed application form with required documentation from the Jamaica Tourist Board.
- iii. Valid Health Certificate inclusive of the name of the operating company.
- iv. In-depth inspection by Standards Division of the Tourism Product Development Company (with recommendations implemented).
- v. All Food & Beverage employees to have valid Food Handler's Permits.
- vi. Adequate security to the satisfaction of TPD Co.
- vii. Telephone and other communication facilities should be installed and operating.
- viii. Property to be adequately staffed and with trained personnel minimum (1 person per room).
- ix. Overseas personnel to possess valid work permit before commencing work.
- x. Business Enterprise Number / Taxpayer Registration Number (TRN).
- xi. Approval from local planning authority.

**Name of Hotel:****Date of Inspection:****Mailing Address:**

## Appendix 3

### 1 MEDICAL FACILITIES

- No. of first aid kits
- Status of supplies: Adequate ( ) Inadequate ( )
- Name and Phone No. of Doctor on call
- Name and Phone No. of Nurse on call
- List of Emergency Numbers
- Documentation
- Current copy of Health Certificate available

### 2 SECURITY

- |   |         |        |
|---|---------|--------|
| i. Do security personnel have radio contact with Main Office? | Yes ( ) | No ( ) |
| ii. Are guards in uniform, properly identified?               | Yes ( ) | No ( ) |

### 3 OUTSIDE APPEARANCE

- |   |         |        |
|---|---------|--------|
| i. Is there a clearly marked identification sign? | Yes ( ) | No ( ) |
| ii. Is it in good repair?                         | Yes ( ) | No ( ) |
| iii. Is driveway/parking area in good condition?  | Yes ( ) | No ( ) |
| iv. Are plants/landscape in good condition?       | Yes ( ) | No ( ) |
| v. Is area free from litter?                      | Yes ( ) | No ( ) |
| vi. Is lighting adequate?                         | Yes ( ) | No ( ) |
| vii. Is exterior of building in good condition?   | Yes ( ) | No ( ) |

### 4 SWIMMING POOL

- |  |         |        |
|--|---------|--------|
| i. Is the water clean and inviting?                    | Yes ( ) | No ( ) |
| Are changing facilities in good condition?             | Yes ( ) | No ( ) |
| ii. Is furniture in good condition?                    | Yes ( ) | No ( ) |
| iii. Is lifeguard appropriately attired and certified? | Yes ( ) | No ( ) |
| iv. Is pump house in good condition?                   | Yes ( ) | No ( ) |
| v. Is there depth demarcation?                         | Yes ( ) | No ( ) |
| vi. Is there a "rules" sign?                           | Yes ( ) | No ( ) |
| vii. Is safety ring or hook visible?                   | Yes ( ) | No ( ) |
| viii. Is the pool free of algae and grime?             | Yes ( ) | No ( ) |

### 5 BEACH

- |   |         |        |
|---|---------|--------|
| i. Is the beach clean and free from weeds?                | Yes ( ) | No ( ) |
| ii. Is the water clean and inviting?                      | Yes ( ) | No ( ) |
| iii. Is furniture in good condition?                      | Yes ( ) | No ( ) |
| iv. Is there a "rules" sign?                              | Yes ( ) | No ( ) |
| v. Is there a certified lifeguard on duty?                | Yes ( ) | No ( ) |
| vi. Are there other safety features (dividing rope etc.)? | Yes ( ) | No ( ) |

**Appendix 3****6 RECEPTION AND REGISTRATION AREA**

i. Are walls, ceiling, carpet clean and in good condition?	Yes ( )	No ( )
ii. Are staff members neatly attired in uniform and name tags?	Yes ( )	No ( )
iii. Are employees friendly/helpful?	Yes ( )	No ( )
iv. Is general appearance of area tick?	Yes ( )	No ( )
v. Are printed rate sheets available?	Yes ( )	No ( )
vi. Is exchange board in good condition?	Yes ( )	No ( )
vii. Are safety deposit boxes provided?	Yes ( )	No ( )
viii. Are televisions, books, public address system in good condition?	Yes ( )	No ( )

**7 ENTRANCE AND LOBBY**

i. Are there fire extinguishers?	Yes ( )	No ( )
ii. Is service record up-to-date?	Yes ( )	No ( )
iii. Are there facilities for wheelchair users?	Yes ( )	No ( )
iv. Are elevators working?	Yes ( )	No ( )
v. Is the lobby/well lit?	Yes ( )	No ( )
vi. Are light fixtures clean and in good condition?	Yes ( )	No ( )
vii. Is activities/information board set up?	Yes ( )	No ( )
viii. Are furniture and fixtures in good condition?	Yes ( )	No ( )
ix. Are there any shops in the hotel? (souvenir, magazine, boutique, etc.)	Yes ( )	No ( )

**8 ENTERTAINMENT AND RECREATIONAL ACTIVITIES**

i. Is there a planned weekly programme of entertainment?	Yes ( )	No ( )
ii. Is a wide range of activities offered?	Yes ( )	No ( )
iii. Are tennis courts in good condition?	Yes ( )	No ( )
iv. Are courts lit?	Yes ( )	No ( )
v. Is Disco in good condition?	Yes ( )	No ( )
vi. Is games/reading room tick?	Yes ( )	No ( )

**9 PUBLIC WASHROOMS (MALE/FEMALE)**

i. Are they clean, sanitary and properly equipped?	Yes ( )	No ( )
ii. Are toilets, basins, faucets and urinal in good repair?	Yes ( )	No ( )
iii. Is there adequate supply of toilet articles?	Yes ( )	No ( )
iv. Are there receptacles for sanitary napkins?	Yes ( )	No ( )
v. Are there waste containers with proper covers?	Yes ( )	No ( )
vi. Is there adequate supply of hot and cold water?	Yes ( )	No ( )
vii. Are drains in good condition?	Yes ( )	No ( )
viii. Are toilet doors properly installed and fitted with locks?	Yes ( )	No ( )
ix. Is there toilet paper holder in place?	Yes ( )	No ( )
x. Is ventilation good?	Yes ( )	No ( )
xi. Is there any obnoxious odour?	Yes ( )	No ( )
xii. Is there adequate lighting?	Yes ( )	No ( )

## Appendix 3

### 10 HALLWAYS

- |  |         |        |
|--|---------|--------|
| i. Are floors, walls, ceiling areas clean? | Yes ( ) | No ( ) |
| ii. Is there any fire-fighting equipment?  | Yes ( ) | No ( ) |
| iii. Is service record up-to-date?         | Yes ( ) | No ( ) |

### 11 GUEST ROOMS

(INDICATE ROOM # INSPECTED)

- |   |         |        |
|---|---------|--------|
| i. Was first impression upon entry pleasant?              | Yes ( ) | No ( ) |
| ii. Was room generally clean?                             | Yes ( ) | No ( ) |
| iii. Was lighting adequate?                               | Yes ( ) | No ( ) |
| iv. Are all lighting fixtures in good repair?             | Yes ( ) | No ( ) |
| v. Are walls, ceiling and windows in good condition?      | Yes ( ) | No ( ) |
| vi. Is rug or mat in good condition?                      | Yes ( ) | No ( ) |
| vii. Is floor in good condition?                          | Yes ( ) | No ( ) |
| viii. Are drapes well hung?                               | Yes ( ) | No ( ) |
| ix. Are hooks, drape rods, etc. clean and in good repair? | Yes ( ) | No ( ) |
| x. Are windows screened?                                  | Yes ( ) | No ( ) |
| xi. Are doors (inside & outside) clean?                   | Yes ( ) | No ( ) |
| xii. Are locks functional?                                | Yes ( ) | No ( ) |

### 12 CONDITION OF BEDROOMS

- |  |         |        |
|--|---------|--------|
| i. Are mattresses firm?                                    | Yes ( ) | No ( ) |
| ii. Are protectors used?                                   | Yes ( ) | No ( ) |
| iii. Are extra pillows provided?                           | Yes ( ) | No ( ) |
| iv. Is good quality linen used?                            | Yes ( ) | No ( ) |
| v. Are blankets provided?                                  | Yes ( ) | No ( ) |
| vi. Is closet area clean with at least six hangers inside? | Yes ( ) | No ( ) |
| vii. Is the room odourless?                                | Yes ( ) | No ( ) |
| viii. Is room free of insects?                             | Yes ( ) | No ( ) |
| ix. Are dressing table, mirrors, chairs in good condition? | Yes ( ) | No ( ) |
| x. Are candles, matches, ashtrays available?               | Yes ( ) | No ( ) |
| xi. Are ice bucket, jug, glasses available?                | Yes ( ) | No ( ) |
| xii. Is there a television or radio?                       | Yes ( ) | No ( ) |
| xiii. Are comment slips provided?                          | Yes ( ) | No ( ) |
| xiv. Is there a telephone in the room?                     | Yes ( ) | No ( ) |
| xv. Are there pictures on the wall?                        | Yes ( ) | No ( ) |
| xvi. Do they complement setting?                           | Yes ( ) | No ( ) |
| xvii. Are pictures in good condition?                      | Yes ( ) | No ( ) |
| xviii. Is there an information book in the room?           | Yes ( ) | No ( ) |

## Appendix 3

## 13 BATHROOMS

i. Is general appearance, cleanliness of walls, and ceilings good?	Yes ( )	No ( )
ii. Is lighting adequate?	Yes ( )	No ( )
iii. Are lighting fixtures in good condition?	Yes ( )	No ( )
iv. Are floor, tiles and grouting clean and in good condition?	Yes ( )	No ( )
v. Are mirrors, wash basins and dressers clean and in good condition?	Yes ( )	No ( )
vi. Are tubs/showers clean, free from chips?	Yes ( )	No ( )
vii. Is grouting clean?	Yes ( )	No ( )
viii. Are tub mats or strips in place?	Yes ( )	No ( )
ix. Are shower curtains, clips and rods in good condition?	Yes ( )	No ( )
x. Are plumbing fixtures clean and in good condition?	Yes ( )	No ( )
xi. Are curtains clean?	Yes ( )	No ( )
xii. Are there adequate bath towels, hand towels, wash cloth?	Yes ( )	No ( )
xiii. Is linen of good quality?	Yes ( )	No ( )
xiv. Is towel holder in good condition and well secured?	Yes ( )	No ( )
xv. Is toilet clean and in good condition?	Yes ( )	No ( )
xvi. Is there adequate supply of soap, toilet soap, toilet paper, sandbags, shine cloth?	Yes ( )	No ( )
xvii. Are ashtrays available?	Yes ( )	No ( )
xviii. Is bathroom free from odour?	Yes ( )	No ( )

## 14 DINING ROOMS

i. Are menu cards clean?	Yes ( )	No ( )
ii. Are walls, ceiling and floor areas clean and in good condition?	Yes ( )	No ( )
iii. Is furniture in good condition?	Yes ( )	No ( )
iv. Are seats comfortable?	Yes ( )	No ( )
v. Is cutlery/glassware spotless and without chips?	Yes ( )	No ( )
vi. Are candles and/or lamps available?	Yes ( )	No ( )
vii. Are air conditioner/ceiling fans functional?	Yes ( )	No ( )
viii. Is air conditioner adequate for area?	Yes ( )	No ( )
ix. Are staff members neatly attired in uniforms?	Yes ( )	No ( )
x. Are matches and toothpicks available?	Yes ( )	No ( )
xi. Is the area adequately lit?	Yes ( )	No ( )
xii. Are fire extinguishers mounted in the area or are they in close proximity?	Yes ( )	No ( )

## Appendix 3

### 15 BAR AND LOUNGE

i. Is price list available to guests?	Yes ( )	No ( )
ii. Are uniforms being worn by staff members?	Yes ( )	No ( )
iii. Are uniforms clean and attractive?	Yes ( )	No ( )
iv. Is furniture in good condition?	Yes ( )	No ( )
v. Are washing facilities for glassware adequate?	Yes ( )	No ( )
vi. Is a sanitizer used?	Yes ( )	No ( )
vii. Are equipment (blenders, faucets, mixers, refrigerator etc.) in good condition?	Yes ( )	No ( )
viii. Are ashtrays and matches provided?	Yes ( )	No ( )
ix. Is there a fire extinguisher in the area?	Yes ( )	No ( )

### 16 KITCHEN

i. Does the staff have valid food handler's permits?	Yes ( )	No ( )
ii. Is hygiene of staff good?	Yes ( )	No ( )
iii. Is staff attire appropriate?	Yes ( )	No ( )
iv. Are food handlers observing standard food preparation regulations (no smoking/eating)?	Yes ( )	No ( )

### 17 REFRIGERATOR/FREEZER STORAGE

i. Are refrigerators in good condition?	Yes ( )	No ( )
ii. Is the correct temperature maintained?	Yes ( )	No ( )
iii. Is there adequate air circulation?	Yes ( )	No ( )
iv. Are storage facilities adequate?	Yes ( )	No ( )
v. Are freezers in good condition?	Yes ( )	No ( )
vi. Are temperature gauges functional?	Yes ( )	No ( )
vii. Is storage space adequate?	Yes ( )	No ( )
viii. Are goods wrapped to prevent freezer burn?	Yes ( )	No ( )

### 18 MEAT CUTTING AREA

i. Is general cleanliness of area good?	Yes ( )	No ( )
ii. Is equipment functional?	Yes ( )	No ( )
iii. Are cutting boards free from splits, cleaned and sanitized after use?	Yes ( )	No ( )
iv. Is the equipment free from meat particles and blood?	Yes ( )	No ( )
v. Is meat being thawed under refrigerated condition and not in sinks?	Yes ( )	No ( )
vi. Is meat awaiting preparation being held for excessive period at room temperature storage?	Yes ( )	No ( )

**Appendix 3****19 BAKING AREA**

- |  |         |        |
|--|---------|--------|
| i. Are floor and walls clean?                              | Yes ( ) | No ( ) |
| ii. Is equipment clean?                                    | Yes ( ) | No ( ) |
| iii. Is storage of non-perishable ingredients appropriate? | Yes ( ) | No ( ) |

**20 FOOD PREPARATION AREA**

- |   |         |        |
|---|---------|--------|
| i. Are hot and cold foods being held at their correct temperatures 140°F hot and 45°F cold? | Yes ( ) | No ( ) |
| ii. Are floor and walls clean?  | Yes ( ) | No ( ) |
| iii. Are equipment and utensils in good condition?  | Yes ( ) | No ( ) |
| iv. Are thermostats on deep fat fryers functioning properly?                                | Yes ( ) | No ( ) |
| v. Is area free from rodents and insects?   | Yes ( ) | No ( ) |
| vi. Are exhaust fans clean?   | Yes ( ) | No ( ) |
| vii. Are windows and screens clean?   | Yes ( ) | No ( ) |
| viii. Are grease traps flushed daily?   | Yes ( ) | No ( ) |
| ix. Is there a fire extinguisher?   | Yes ( ) | No ( ) |
| x. Has it been serviced recently?   | Yes ( ) | No ( ) |

**21 WARE WASHING**

- |   |         |        |
|---|---------|--------|
| i. Is hot water used?   | Yes ( ) | No ( ) |
| ii. Is method of sanitation adequate?   | Yes ( ) | No ( ) |
| iii. Is storage of clean dishes appropriate?                                      | Yes ( ) | No ( ) |
| iv. Are drains and ware washing equipment cleaned and flushed at end of each day? | Yes ( ) | No ( ) |

**22 DRY STORES**

- |  |         |        |
|--|---------|--------|
| i. Is 'first-in-first-out' practised?                      | Yes ( ) | No ( ) |
| ii. Are floors, walls and shelves clean?                   | Yes ( ) | No ( ) |
| iii. Are storage facilities adequate?                      | Yes ( ) | No ( ) |
| iv. Are racks or platforms high enough to permit cleaning? | Yes ( ) | No ( ) |
| v. Is area rodent/insect free?                             | Yes ( ) | No ( ) |

**23 GARBAGE DISPOSAL AREA**

- |   |         |        |
|---|---------|--------|
| i. Is area clean?                       | Yes ( ) | No ( ) |
| ii. Is garbage container clean?         | Yes ( ) | No ( ) |
| iii. Is area free from rodents/insects? | Yes ( ) | No ( ) |

**24 BOILER ROOM AND UTILITY AREA**

- |                              |         |        |
|------------------------------|---------|--------|
| i. Is room generally clean?  | Yes ( ) | No ( ) |
| ii. Is area free of insects? | Yes ( ) | No ( ) |

**Appendix 3****25 RECEIVAL AREA**

- |  |         |        |
|--|---------|--------|
| i. Is area/floor clean?  | Yes ( ) | No ( ) |
| ii. Is area free from debris?                                  | Yes ( ) | No ( ) |
| iii. Are foods inspected then moved promptly to storage areas? | Yes ( ) | No ( ) |
| iv. Is there evidence of rodents/insects in the area?          | Yes ( ) | No ( ) |

**26 EMPLOYEES' FACILITIES**

- |   |         |        |
|---|---------|--------|
| i. Is area clean?   | Yes ( ) | No ( ) |
| ii. Are plumbing fixtures (toilets, urinals, basins, showers etc.) in good condition? | Yes ( ) | No ( ) |
| iii. Is sanitation adequate?  | Yes ( ) | No ( ) |
| iv. Is area free from rodents/insects?  | Yes ( ) | No ( ) |
| v. Is ventilation and lighting good?  | Yes ( ) | No ( ) |
| vi. Is hot water available?   | Yes ( ) | No ( ) |
| vii. Is there adequate supply of toiletries?  | Yes ( ) | No ( ) |
| viii. Are lockers in good condition?  | Yes ( ) | No ( ) |
| ix. Are these facilities cleaned on a regular basis throughout the day?               | Yes ( ) | No ( ) |
| x. Are containers provided for soiled uniforms?                                       | Yes ( ) | No ( ) |

**27 STAFF DINING AREA**

- |  |         |        |
|--|---------|--------|
| i. Is area clean?                          | Yes ( ) | No ( ) |
| ii. Are floors/walls/ceiling clean?        | Yes ( ) | No ( ) |
| iii. Is ventilation and lighting adequate? | Yes ( ) | No ( ) |
| iv. Is furniture in good condition?        | Yes ( ) | No ( ) |

**28 LINEN AND LAUNDRY**

- |  |         |        |
|--|---------|--------|
| i. Is area clean?                                | Yes ( ) | No ( ) |
| ii. Are floors/walls/ceiling clean?              | Yes ( ) | No ( ) |
| iii. Is there adequate ventilation and lighting? | Yes ( ) | No ( ) |
| iv. Are bins in good condition?                  | Yes ( ) | No ( ) |
| v. Is clean linen arrangement appropriate?       | Yes ( ) | No ( ) |
| vi. Are First Aid kits/supplies available?       | Yes ( ) | No ( ) |



## Appendix 3

### CONTACT INFORMATION

OFFICES TPDCo's services to the industry are islandwide and its offices are strategically located to facilitate the effective development and monitoring of its programmes.

The TPDCo Offices:

Kingston: Pan Caribbean Merchant Bank Building  
64-70 Hantsford Boulevard, Kingston 5  
Tel: 968-5441; 968-8894; 968-5626; 968-1909  
926-0805; Fax: 929-8269

Ocho Rios: Ocean Village Shopping Centre  
Tel: 974-2095; 974-7705; Fax: 974-2586

Montego Bay: Cornwall Beach Complex  
Tel: 979-7987; 979-7988; 940-0874 Fax: 952-2868

**Appendix 4****ITEMS ELIGIBLE FOR EXEMPTION FROM CUSTOMS DUTY/GCT  
UNDER THE RESORT COTTAGES INCENTIVES ACT**

- All building materials
- Bedsprings
- Billiard tables and their appliances
- Pianos
- Organs
- Radios
- Dynamos
- Air conditioning apparatus
- Refrigerating apparatus and appliances
- Mirrors
- Mattresses
- Crockery
- Silver and plated tableware
- Table glassware
- Cutlery
- Kitchen utensils including stoves
- Iceboxes
- Bed linen
- Table linen
- Towels
- Rugs and carpets
- Fire extinguishers and apparatus
- Water pumps
- Blankets
- Electric light, bell and telephone equipment and appliances (not to include electric light bulbs)
- Electric fans
- Electric and gas cooking equipment
- Hot water equipment, boilers and tanks
- Kitchen sinks and other kitchen fixtures
- Bath tubs, basins toilets, showers and other bathroom fittings
- Swimming pool equipment
- Laundry equipment (namely domestic and commercial washers and dryers)
- Sewerage plant and equipment
- Security vaults and safes
- Gym equipment
- Television and radio equipment
- Electrical transformers and panel board
- Commercial vacuum cleaners
- Drapery material and upholstery fabrics
- Water treatment plant equipment

**Appendix 5**

# **TOURISM PRODUCT DEVELOPMENT CO. LTD.**



Tourism Product Development Company Ltd.  
64-70 Knutsford Boulevard, Kingston 5

## **ATTRACTION MANUAL** General Principles, Guidelines and Standards

**Appendix 5****STATEMENT AND GUIDELINES  
OF GENERAL PRINCIPLES**

- i. Attractions should meet the most stringent requirements of safety, health and environmental codes.
- ii. The maintenance of the attraction must be above reproach. Appropriate signage and interpretive media must be prominently placed.
- iii. The quality of cuisine should meet international standards (the use of Jamaican fruits and cuisine should be considered.) Each attraction should seek to maintain quality service at all times. Personalized attention to guests' comfort and a strong emphasis on quality food and beverage service should be evident.
- iv. Self monitoring systems should be in place at all times to measure the level of guest satisfaction and to improve the quality of the attraction offered. It is desirable that evaluation forms be in place in order that criticisms, complaints and accolades be tabulated and if need be corrected in order to prevent recurrences.
- v. Tour guides should be trained and provided with up-to-date information relevant to the theme of the attraction and the total Jamaican Tourism Product.
- vi. The attraction should have facilities that are competitive with international standards which should include appropriate access - public facilities immaculately clean, well maintained and supplied with toiletries. Grounds should be free from debris, litter. Bins should be supplied at strategic locations.
- vii. First Aid equipment, emergency and safety procedures must be in place at all times, inclusive of security during opening hours and adequate communication to the security forces.
- viii. Management should conform to ethical business practices in all respects. Management Programmes should include regular audits of the facilities to ensure that quality standards are maintained. Attractions owners/managers must be environmentally conscious and also comply with national and international wild life protection laws where applicable.

**Appendix 5****PRE-REQUISITES FOR LICENSING OF ATTRACTIONS**

- i. Proof of permission to occupy location
- ii. Public Liability Insurance
- iii. Business Enterprise Number (BENO)/TRN Number
- iv. Certificate of Incorporation
- v. Adequate Kitchen and Food Preparation Area, if restaurant/snack counter is provided
- vi. Food Handlers' Permit and valid Health Certificate
- vii. First Aid Kit and Fire Extinguishers must be in place
- viii. Appropriate Washroom Facilities
- ix. Security arrangements must be in place
- x. Perimeter lighting to be provided
- xi. Communication system must be in place
- xii. Printed brochure and rate sheet
- xiii. In-depth inspection by Tourism Product Development Company Limited

**INTERPRETATION**

Attraction is given the meaning usually ascribed to it by the laws of Jamaica to wit,

- i. A natural or man-made entity, which offers horticultural historical, equestrian aquatic or arid activities for rewards or profit and any other facilities that the Honourable Minister may appear from time to time.
- ii. a site activity or event that pulls or entices a person or persons to it.

Attraction operator - means the person who owns the business concerned with the operation of an attraction and includes the manager or other principal officer.

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## Appendix 5

### 1 ENTRANCE

The entrance to the Attraction should be easily accessible and the name of the Attraction properly displayed.

#### 1.1 Driveway and grounds should be:

- immaculate and well maintained
- free from obstruction
- well lit, with clearly marked identification signs/directional signs
- where applicable
- equipped with adequate parking  
(double parking should not be allowed)
- designed with parking facilities for the disabled

### 2 SECURITY

#### 2.1 Security should include:

- Service during operational hours (24 hours where necessary)
- Uniformed staff
- radio contact with the main office
- personnel trained in customer service  
i.e. guest policies, information and complaint handling

### 3 BUILDING

#### 3.1 Buildings should be maintained with:

- well painted exterior
- clean walls, windows and doors
- electrical wiring should conform to the standards of the government's electrical inspector
- an adequate amount of operational lights
- no debris on steps, walkways and surrounding areas
- clean and functional gutters
- eaves in good condition free of cobwebs and dust
- roof tops in good condition

### 4 PUBLIC WASHROOMS

#### 4.1 Public washrooms must be available and should include:

- signs indicating male and female facilities
- adequate lighting and ventilation
- toilet doors fitted with locks
- clean, functional toilets, basins, faucets and urinals
- rails for the disabled where applicable

## Appendix 5

### 4.2 These facilities should include:

#### 4.2.1 (If) MALE

- toilets with lids
- urinals
- wash basin with mirror
- covered waste container
- toilet paper holder
- soap/soap dispenser
- paper towel holder or automatic hand dryer

#### 4.2.2 (If) FEMALE

- toilets with lids
- receptacle for sanitary napkins
- wash basin with mirror
- covered waste container
- hook fitted behind cubicle door
- soap/soap dispenser
- paper towel holder or automatic hand dryer
- toilet paper holder

**N.B. There should be a record of hourly inspection by management posted behind the entrance of the door**

## 5 KITCHEN

### Kitchen must be clean

- Attraction must have valid Health Certificates
- Personnel should have valid Food Handlers' Permit.
- Standard hygiene codes should be enforced

### 5.1 FOOD PREPARATION AREA

#### Should be:

- clean, free from grease, cobwebs, rodents, insects, dogs and other animals
- equipped with functional and well maintained equipment
- equipped with exhaust fans, (grease traps), screen duct board/non skid mats which should be cleaned and in good condition
- equipped with well stocked First Aid kits
- properly mounted fire extinguishers with updated inspection card attached



## Appendix 5

### 5.2 MEAT CUTTING AREA

Should consist of:

- clean equipment in good working condition
- equipment (after use) free from meat particles and blood
- refrigerated conditions for the thawing of meat
- clean and sanitized cutting boards, free from splits
- duct boards/non skid mats
- clean walls, floors and ceiling

**N.B. Meat should not be held at room temperature.**

#### 5.2.1 Food Temperature

- Food should be served at the correct temperature
- Refrigerated food must be kept at 4°C (40°F) or below
- Frozen food must be kept at -18°C (0°F) or below

### 5.3 Cold Storage/Freezer/Refrigerator

Should be:

- adequately ventilated
- maintained at the correct temperature
- functional, clean, free from leaks and odours
- stocked in an orderly manner with meats properly wrapped and food properly covered
- separate meat, fish and dairy products
- fitted with clean plastic strips where applicable

**N.B. All items should be stored on shelves and NOT on the floor.**

### 5.4 BAKING AREA

Should consist of:

- adequate lighting
- functional equipment
- ovens clean and free from grease
- refrigeration facilities
- appropriate storage areas for utensils and ingredients
- stainless steel counters
- clean floors, walls and ceilings
- staff wash basin with soap and towels
- properly mounted fire extinguishers with updated inspection cards attached

## Appendix 5

### 5.5 WARE WASHING

**Area should be equipped with:**

- adequate lighting
- constant supply of hot and cold water
- (If hot water is not available sanitization agent must be provided)
- proper drainage
- where dishwasher is available the machine's temperatures should be maintained as follows:

pre-washing	110 F	-	125F
washing	150 F	-	160F
primary rinse	165 F	-	175F
final rinse	180 F	-	195F

## 6 THE BAR

### 6.1 The Bar should consist of:

- a standardized beverage manual
- price list
- well trained, courteous and helpful staff, neatly attired with name tags

## 7 DRY STORAGE

### 7.1 Area should have:

- adequate lighting
- clean walls, floors, ceilings
- shelves free from dust and debris
- floor shelves high enough to permit clearing
- no evidence of rodents and insects
- food items stored on wooden pallets instead of the floor
- adequate ventilation

**N.B. Pesticides and toxic substances should be stored separately and away from food items**

## 8 RECEIVAL AREA

### 8.1 Area should be:

- close to storage area
- clean and free from debris
- free from clutter

## 9 GARBAGE DISPOSAL AREA

### 9.1 Area should be:

- free from rodents and insects
- cleaned and sanitized on a daily basis
- equipped with lined, covered garbage containers
- accessible to garbage collectors
- equipped with an enclosed holding area for garbage

**Appendix 5****10 SWIMMING POOL****10.1 Area should be:**

- constructed with a non skid surface
- clean and well lit
- equipped with clean toilet and changing facilities
- equipped with clean and well maintained pool furniture
- staffed with certified lifeguard appropriately attired
- equipped with well stocked First Aid kit

**10.2 Swimming Pool should have:**

- depth clearly marked on deck
- visible rule signs
- dividing ropes with safety rings and hooks
- edges free from algae or grime
- clean, clear, chlorinated water treated on a daily basis

**10.3 POOL ROOM****Should be:**

- equipped with stocked First Aid kit
- clean, well lit and have adequate ventilation

**11 EMPLOYEES' FACILITIES****11.1 Washrooms should consist of:**

- clean and functional toilets, basins and showers
- cold water
- an adequate supply of toiletries
- clean floors, walls and ceilings free from cobwebs
- lockers in good working condition
- an individual assigned for regular cleaning on a daily basis

**11.2 Dining Room****Area should have:**

- a pleasant environment with clean walls, floor and ceilings
- adequate ventilation and lighting
- an adequate supply of tables and chairs
- clean furniture in good repair
- no evidence of rodents and insects

## Appendix 5

### 12 MEDICAL FACILITIES

- All attractions should have fully equipped First Aid kits which are easily accessible
- There should always be a doctor/clinic/hospital and emergency transportation available
- All attractions should have personnel trained in First Aid and CPR.
- There should be at least one trained staff member on duty at all times

### 13 SAFETY

- Fire drills should be conducted and recorded on a regular basis
- The fire chief should be invited to conduct fire drills twice per year and train attraction personnel on emergency measures that should be taken in the event of a fire
- The fire chief should inspect the installation and maintenance of fire fighting equipment

#### 13.1 Attractions operators/owners should ensure that:

- pathways are kept free from obstruction; steps and rails evenly placed and secured
- attraction personnel are trained in disaster preparedness
- A Disaster Preparedness Committee (comprising selected staff members) meet periodically to review its responsibilities

### 14 RECOMMENDATIONS FROM THE INDUSTRY

#### 14.1 GENERAL

##### Attraction operators should:

- Conduct Environmental Impact Assessment studies to determine biological, physical and social capacities to decide on individual environmental policy.
- Design garbage disposal systems to be approved by Ministry of Health.
- Present verbal and/or written presentation as to rules, safety regulations, health concerns and environmental standards.
- Encourage the use of biodegradable and/or recyclable products.
- Maintain high standards for the recruitment and training of staff.
- Implement strategies for regular maintenance of product and facilities offered.
- Provide staff facilities.

#### 14.2 TREKKING

##### This operation should have:

- policy for disposal of human waste on long and infrequently used trails (eg. No use of streams)
- policy on harvesting plants
- policy re ratio of guides to visitors
- signage to indicate **\*no graffiti allowed**

## Appendix 5

### 14.3 HERITAGE

**This operation should ensure that:**

- integrity of site is maintained with regard to construction and design, decor, costume, literature and tour information
- staff is recruited with good communication, interpersonal and group management skills and basic ability to learn
- policy is in place for prevention of physical damage (eg. No touching or removal of artifacts)

### 14.4 SITES

**This operation should have:**

- proper control and monitoring systems for parking and entrance area
- effective alarm systems (electric/human) in place
- functional radio and/or telephone
- trained security guards and security boundaries (can be camouflaged with plants)
- staff trained in product knowledge, tour guiding, cultural awareness, a foreign language, good hygiene practice,
- CPR and First Aid
- high standards of sanitation and cleanliness

### 14.5 PLANTATIONS

**This operation should have:**

- adequate perimeter lighting and fencing
- directional signs
- transportation approved by JTB or with good safety record
- police checks for night functions
- facilities for the physically challenged
- communication systems with base
- consistent theme
- policy on burning
- effective litter control
- organic material for composting
- safety procedures established in all areas

### 14.6 STABLES

**This operation should have:**

- release forms designed for use (eg. use of helmets)
- constant radio communication with system in place for monitoring
- proper gear/tack
- special shoes provided for hilly terrain
- weight limitation
- policy re ratio of groom to riders (eg. one groom to three riders)
- weight limitation (for riders?)
- four (4) wheel drive available to establishment

## Appendix 5

- animals well cared for and approved by the Jamaica Horse Association
- annual certificate from vet
- flagmen for crossing busy roads
- insect control system in place
- policy with regard to **no smoking and littering on trail**
- systems for regular trail maintenance
- buildings that are adequately maintained (eg. clean flooring, regularly painted fences)

### 15 RECOMMENDATIONS FROM THE MINISTRY OF HEALTH

The environmental health aspects of attractions are the sanitation of water supplies. They are as follows:

- 15.1 The water supply should be adequate, of a safe, sanitary quality, and from an approved public or private water supply system which is constructed, protected, operated and maintained in conformance with applicable laws, regulations and guidelines.

#### 15.1 Non-Potable Water

In cases where non potable water supply is approved by the Health Department for such purposes as air conditioning and fire protection, this non-potable supply must not be used in such a manner as to bring it into contact, directly or indirectly with food, food equipment or utensils.

### CONTACT INFORMATION

**OFFICES** TPDCo's services to the industry are islandwide and its offices are strategically located to facilitate the effective development and monitoring of its programmes

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**Montego Bay:** Cornwall Beach Complex  
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## Appendix 6

# TOURISM PRODUCT DEVELOPMENT CO. LTD.



Tourism Product Development Company Ltd.  
64-70 Hartsford Boulevard, Kingston 5

## **ATTRACTION MANUAL**

**Licencing and Problem Identification for Evaluation  
and Solution**

**Appendix 6****PREFACE**

This booklet has been produced to assist you in identifying problem areas that might exist in the Nature Attraction you operate. Any negative response checked in the booklet indicates a '**hot spot**' and should be corrected as soon as possible.



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## Appendix 6

### STATEMENT AND GUIDELINES OF GENERAL PRINCIPLES

- i. Nature Attractions should meet the most stringent requirements of safety, health and environmental codes.
- ii. The maintenance of the Nature Attraction must be above reproach. Appropriate signage and interpretive media must be prominently placed.
- iii. The quality of cuisine should meet international standards and the use of Jamaican fruits, food and cuisine should be considered. Each Nature Attraction should seek to maintain quality service at all times. It should be evident that there is personalized attention to the comfort of guests and a strong emphasis on quality food and beverage service.
- iv. Self monitoring systems should be in place at all times to measure the level of guest satisfaction and to improve the quality of the Nature Attraction. It is desirable that evaluation forms be in place so that criticisms, complaints and accolades can be tabulated and corrective action taken.
- v. Tour guides should be trained and provided with up-to-date information relevant to the theme of the Nature Attraction and the total Jamaican Tourism Product.
- vi. Nature Tourism Attractions should provide local employment opportunities. There should also be programmes with emphasis on protecting and sustaining the environment and tourism.
- vii. The Nature Attraction should have facilities that meet international standards and should include appropriate access. Public facilities should be immaculately clean, well maintained and stocked with toiletries. Grounds should be free from debris and litter. Bins should be supplied at strategic locations.
- viii. First aid equipment, emergency and safety procedures must be in place at all times, inclusive of security during opening hours and adequate communication to the security forces.
- ix. Management should conform to ethical business practices. Management programmes should include regular audits of the facilities to ensure that quality standards are maintained. Nature Attraction owners/managers must be environmentally conscious and also comply with national and international wildlife protection laws where applicable.

## Appendix 6

### PRE-REQUISITES FOR NATURE ATTRACTION LICENCE

- i. Proof of permission to occupy location.
- ii. Public Liability Insurance.
- iii. Tax Registration Number (TRN).
- iv. Certificate of Incorporation.
- v. Adequate kitchen and food preparation area, (if restaurant/ snack counter is provided).
- vi. Food Handler's Permit and valid Health Certificate.
- vii. First aid kit and fire extinguishers.
- viii. Appropriate washroom facilities.
  - ia. Proper security arrangements.
    - A. Perimeter lighting.
    - ai. Communication system.
    - aii. Printer brochure and rate sheet.
    - aiii. In-depth inspection by Tourism Product Development Company Limited.

## Appendix 6

## CHECKLIST

**1 ENTRANCE**

i. Is the identification sign easily seen?	Yes ( )	No ( )
ii. Is the sign in good repair?	Yes ( )	No ( )
iii. The directional signs in good condition?	Yes ( )	No ( )
iv. Is the attraction easily accessible by vehicles?	Yes ( )	No ( )
v. Is the driveway well maintained?	Yes ( )	No ( )
vi. Is the driveway well lit?	Yes ( )	No ( )
vii. Are demarcation signs in parking area clear?	Yes ( )	No ( )
viii. Is the parking area clean?	Yes ( )	No ( )
ix. Is the parking area design to accommodate the disabled?	Yes ( )	No ( )
x. Is the landscaped area well maintained?	Yes ( )	No ( )
xi. Is the area free from litter?	Yes ( )	No ( )

**2 SECURITY**

i. Are the security arrangements in place during operational hours?	Yes ( )	No ( )
ii. Is the security approved by the Ministry of National Security?	Yes ( )	No ( )
iii. Is there a communication system to office/base/police?	Yes ( )	No ( )
iv. Are the guards in uniform properly attired/clean?	Yes ( )	No ( )
v. Are the security personnel trained in customer service?	Yes ( )	No ( )
vi. Is the exit accessible in case of emergency?	Yes ( )	No ( )

**3 SAFETY**

i. Are there written evacuation plans in case of fire or emergency?	Yes ( )	No ( )
ii. Are clients informed of notices, rules, and regulations at welcome?	Yes ( )	No ( )
iii. Are communication devices taken on all tours?	Yes ( )	No ( )
iv. Are gas cylinders (where applicable) located away from the campsites in highly secure areas?	Yes ( )	No ( )
v. Are there manuals setting out procedures in case of fire and other emergencies?	Yes ( )	No ( )
vi. Are employees trained on procedures and policy manuals?	Yes ( )	No ( )
vii. Are waiver forms available?	Yes ( )	No ( )
viii. Are waiver forms explained to guests on arrival and where applicable, signed?	Yes ( )	No ( )
ix. Is alternative lighting available in case of emergency?	Yes ( )	No ( )
x. Are Food Handler Permits up-to-date?	Yes ( )	No ( )

## Appendix 6

### 4 MEDICAL FACILITIES

- |   |         |        |
|---|---------|--------|
| i. Is first aid kit adequately stocked?                           | Yes ( ) | No ( ) |
| ii. Is there a doctor on call?                                    | Yes ( ) | No ( ) |
| iii. Are emergency numbers prominently posted (doctor, hospital)? | Yes ( ) | No ( ) |

### 5 BUILDINGS

- |   |         |        |
|---|---------|--------|
| i. Are the buildings well painted?                    | Yes ( ) | No ( ) |
| ii. Are the walls, windows and doors clean?           | Yes ( ) | No ( ) |
| iii. Are the fixtures and fittings in good condition? | Yes ( ) | No ( ) |
| iv. Are the gutters clean and functional?             | Yes ( ) | No ( ) |
| v. Are the eaves free from cobwebs/dust?              | Yes ( ) | No ( ) |
| vi. Is the roof in good condition?                    | Yes ( ) | No ( ) |
| vii. Is there evidence of cracks/leaks?               | Yes ( ) | No ( ) |
| viii. Is there bright perimeter lighting?             | Yes ( ) | No ( ) |

### 6 RECEPTION AREA

- |   |         |        |
|---|---------|--------|
| i. Is the layout planned for the visitors' comfort?                       | Yes ( ) | No ( ) |
| ii. Is the seating adequate?  | Yes ( ) | No ( ) |
| iii. Is the lighting bright?  | Yes ( ) | No ( ) |
| iv. Are the furniture and fixtures:                                       |         |        |
| ▪ Unsoiled?   | Yes ( ) | No ( ) |
| ▪ Without tears/urfaded?  | Yes ( ) | No ( ) |
| v. Is the wall clean?   | Yes ( ) | No ( ) |
| vi. Is the door clean?  | Yes ( ) | No ( ) |
| vii. Are the ceilings free from leaks/cobwebs/stains?                     | Yes ( ) | No ( ) |
| viii. Is the staff neatly attired/uniformed?                              | Yes ( ) | No ( ) |
| ix. Is the attitude of the staff helpful/hospitable?                      | Yes ( ) | No ( ) |
| x. Are the tour rates prominently posted?                                 | Yes ( ) | No ( ) |
| xi. Are brochures available?  | Yes ( ) | No ( ) |
| ix. Is there a manager/supervisor available on the property at all times? | Yes ( ) | No ( ) |

### 7 DINING ROOM

- |  |         |        |
|--|---------|--------|
| i. Are menu cards clean?   | Yes ( ) | No ( ) |
| ii. Is the crockery/cutlery/glassware spotless and without chips?  | Yes ( ) | No ( ) |
| iii. Are the staff members neatly attired?                         | Yes ( ) | No ( ) |
| iv. Are fire extinguishers in close proximity?                     | Yes ( ) | No ( ) |
| v. Is the room well ventilated?                                    | Yes ( ) | No ( ) |
| vi. Are the floors in good condition?                              | Yes ( ) | No ( ) |
| vii. Are the walls and ceiling clean?                              | Yes ( ) | No ( ) |
| viii. Is furniture free from chips with no signs of wear and tear? | Yes ( ) | No ( ) |

## Appendix 6

**8 BAR AND LOUNGE**

i. Are uniforms being worn by staff members?	Yes ( )	No ( )
ii. Are uniforms clean and attractive?	Yes ( )	No ( )
iii. Is furniture in good condition?	Yes ( )	No ( )
iv. Are washing facilities for glassware adequate?	Yes ( )	No ( )
v. Is a sanitizer used?	Yes ( )	No ( )
vi. Is equipment (blenders, faucets, mixers, refrigerator etc.) in good condition?	Yes ( )	No ( )
vii. Are ashtrays and matches provided?	Yes ( )	No ( )
viii. Is there a fire extinguisher in the area?	Yes ( )	No ( )
ix. Is spirit licence in place?	Yes ( )	No ( )

**9 KITCHEN**

i. Is the wall/ceiling clean?	Yes ( )	No ( )
ii. Are screens in place?	Yes ( )	No ( )
iii. Is the lighting bright?	Yes ( )	No ( )
iv. Is the area well ventilated?	Yes ( )	No ( )
v. Are counter tops/tables clean and free from chips?	Yes ( )	No ( )
vi. Are sinks/chain boards clean and free from chips?	Yes ( )	No ( )
vii. Is the stove clean and functional?	Yes ( )	No ( )
viii. Is the refrigerator clean and functional?	Yes ( )	No ( )
ix. Do the refrigerators maintain correct temperature?	Yes ( )	No ( )
x. Is the cutting board clean and free from chips?	Yes ( )	No ( )
xi. Are crockery and utensils sanitized?	Yes ( )	No ( )
xii. Are the crockery and utensils matching and in good condition?	Yes ( )	No ( )
xiii. Is there hot water?	Yes ( )	No ( )
xiv. Are the plumbing fixtures in good working condition?	Yes ( )	No ( )
xv. Is the garbage bin lined and covered?	Yes ( )	No ( )
xvi. Is there a sink available for staff members to wash their hands?	Yes ( )	No ( )

**10 PUBLIC WASHROOM**

i. Are there signs indicating male/female facilities?	Yes ( )	No ( )
ii. Is the lighting bright?	Yes ( )	No ( )
iii. Are there facilities for the physically challenged?	Yes ( )	No ( )

**10.1 Males**

i. Are the toilet doors fitted with locks?	Yes ( )	No ( )
ii. Are the toilets clean with lids in place?	Yes ( )	No ( )
iii. Are urinals provided?	Yes ( )	No ( )
iv. Are there wash basins?	Yes ( )	No ( )

## Appendix 6

v. Are there covered waste basins?	Yes ( )	No ( )
vi. Are toilet paper holders in place?	Yes ( )	No ( )
vii. Are soap/soap dispensers available?	Yes ( )	No ( )
viii. Are there paper towel holders/automatic hand dryers?	Yes ( )	No ( )
ix. Are toilettries provided?	Yes ( )	No ( )
x. Is the lighting bright?	Yes ( )	No ( )
xi. Is the area well ventilated/free from odour?	Yes ( )	No ( )
xii. Are toilets functional?	Yes ( )	No ( )
<b>10.2 Female</b>		
i. Are the toilet doors fitted with locks?	Yes ( )	No ( )
ii. Are the toilets clean with lids in place?	Yes ( )	No ( )
iii. Are there receptacles for sanitary napkins?	Yes ( )	No ( )
iv. Are there wash basins with mirror?	Yes ( )	No ( )
v. Are mirrors in good repair?	Yes ( )	No ( )
vi. Are there covered waste basins?	Yes ( )	No ( )
vii. Are there hooks fitted behind cubicle doors?	Yes ( )	No ( )
viii. Is there soap/soap dispenser?	Yes ( )	No ( )
ix. Are there paper towel holders/automatic hand dryers?	Yes ( )	No ( )
x. Are there toilet paper holders?	Yes ( )	No ( )
xi. Are toilettries provided?	Yes ( )	No ( )
xii. Is the lighting bright?	Yes ( )	No ( )
xiii. Are toilets functional?	Yes ( )	No ( )
<b>11 GUIDED TOURS</b>		
i. Is the theme consistent with the tour?	Yes ( )	No ( )
ii. Are tour guides trained?	Yes ( )	No ( )
iii. Are tour guides certified?	Yes ( )	No ( )
iv. Do tours begin on time?	Yes ( )	No ( )
v. Is the transportation clean?	Yes ( )	No ( )
vi. Does guide identify himself/herself?	Yes ( )	No ( )
vii. Is tour guide knowledgeable about tour(s)?	Yes ( )	No ( )
viii. Is the presentation of tour information good?	Yes ( )	No ( )
ix. Is tour area well maintained?	Yes ( )	No ( )
x. Are the rules and safety precautions clearly stated?	Yes ( )	No ( )
xi. Are there directional signs along the trail(s)?	Yes ( )	No ( )
xii. Are tour guides properly attired in uniform?	Yes ( )	No ( )
xiii. Are tour guides pleasant, helpful, courteous?	Yes ( )	No ( )
xiv. Are adequate amounts of bins available?	Yes ( )	No ( )
xv. Are there signs of litter control?	Yes ( )	No ( )

## Appendix 6

**12 STAFF (APPEARANCE/ATTITUDE/TRAINING)**

i. Is the staff in uniform?	Yes ( )	No ( )
ii. Is the attitude of the staff pleasant/hospitable?	Yes ( )	No ( )
iii. Do staff have valid Food Handler's Permits?	Yes ( )	No ( )
iv. Is the staff trained yearly in communication skills/attitude/tourism awareness?	Yes ( )	No ( )
v. Is the staff trained on the environment, environmental laws, regulations and conservation?	Yes ( )	No ( )
vi. Is staff trained in first aid and CPR? Is there a trained life guard on duty? (where applicable)	Yes ( )	No ( )
vii. Is staff aware of operational manuals and do they adhere to guidelines?	Yes ( )	No ( )

**13 SOLID WASTE MANAGEMENT**

i. Is the garbage area clean?	Yes ( )	No ( )
ii. Are bins provided and covered?	Yes ( )	No ( )
iii. Is garbage removed regularly?	Yes ( )	No ( )
iv. Are disposal procedures approved by the Public Health Department?	Yes ( )	No ( )
v. Is the area free from flies, rodents and insects?	Yes ( )	No ( )
vi. Are the operators of the attraction adopting sound environmental practices on garbage reduction, re-use and recycling?	Yes ( )	No ( )

**14 EMERGENCY PROCEDURES**

i. Is there a procedural policy in place?	Yes ( )	No ( )
ii. Is staff trained on procedures and policies?	Yes ( )	No ( )
iii. Is there ongoing training provided for staff?	Yes ( )	No ( )
iv. Are tour guides trained/certified?	Yes ( )	No ( )
v. Are all emergency numbers i.e. Fire Department, Hospital, Ambulance service etc. posted at a strategic location and known by all staff members?	Yes ( )	No ( )
vi. In case of emergency are adequate means of escape available?	Yes ( )	No ( )
vii. If area is flood prone, are management/employees trained on policies and procedures?	Yes ( )	No ( )
viii. Is there a policy on sustaining the attraction and its immediate surrounding?	Yes ( )	No ( )
ix. Is there a policy on carrying capacity?	Yes ( )	No ( )
x. Are signs in place indicating unsafe, high risk and prohibited areas?	Yes ( )	No ( )



## Appendix 6

### Contact Information

OFFICES TPDCo's services to the industry are islandwide and its offices are strategically located to facilitate the effective development and monitoring of its programmes.

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## Appendix 7

# TOURISM PRODUCT DEVELOPMENT CO. LTD.



Tourism Product Development Company Ltd.  
64-70 Knutsford Boulevard, Kingston 5

## TRANSPORTATION SUBSECTOR

## Appendix 7

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**Appendix 7****STATEMENT OF GUIDELINES  
AND GENERAL PRINCIPLES**

- i. Building construction should meet the most stringent requirements of safety, health and environment codes. The exterior and interior of the building should meet current life/safety codes or have a programme to eliminate deficiencies. High sanitary standards should be evident with respect to the facilities.
- ii. Self-monitoring systems should be in place at all times to measure the level of guest satisfaction and to improve the quality of service offered. It is desirable that guests' criticisms and complaints be tabulated and corrected so as to prevent a recurrence.
- iii. Management should conform to ethical business practices in all aspects. Management programme should include regular audits of the facilities to ensure that quality standards are maintained.

## Appendix 7

### 1 ENTRANCE

- 1.1 The entrance to the car rental company should be ideally located and the name of the car rental company legibly and conspicuously displayed.
- 1.2 The driveway and grounds must be maintained in good condition:
  - no debris on walkway, steps and surrounding areas
  - free from obstruction
  - adequately lit
  - free from overgrown vegetation
  - properly drained
- 1.3 There should be adequate and separate parking areas for guests and non-guests with special parking facilities.
- 1.4 Notices pertaining to the liability of the car rental company in relation to parking of vehicles should be properly and clearly exhibited in the parking areas.
- 1.5 All identification signs should be clearly marked out and conspicuously placed at strategic points.

### 2 RECEPTION AND REGISTRATION AREAS

This area should be arranged on the basis of a planned layout for maximum efficiency and should be clean and comfortable at all times.

- 2.1 **Reception Desk**
  - This area should be clean, well lit and designed for maximum efficiency.
  - All notices must be clearly exhibited and brought to attention of guests.
- 2.1.1 **The Reception Desk should be:**
  - equipped with a counter and desk
  - equipped with trained personnel with pleasant, courteous, and attentive persons who are neatly attired in uniforms with name tags attached
  - manned at all times
  - equipped with a well stocked First Aid Kit\*
  - provided with foreign exchange rate board
  - provided with rate sheets
  - provided with information of available vehicles

## Appendix 7

### 3 PUBLIC WASHROOMS

There should be separate facilities for males and females. The facilities should be well maintained and clean at all times.

#### 3.1 There should be:

- signs indicating facilities available
- locks on toilet doors
- clean toilets, basins, faucets and urinals
- wash basin with mirror
- toilets with lids
- toilet paper holder
- soap and soap dispenser
- paper towel holder or automatic hand dryer
- covered waste container

#### 3.2 Female facilities should include:

- receptacle for sanitary napkins
- cubicle doors with hooks fitted
- counter mirrors

### 4 MAINTENANCE

- All cars are to be adequately maintained and in good working order.
- Qualified mechanics should be employed to the organization – mechanics should be certified and trained.
- All maintenance personnel should be in uniform.
- Date of last maintenance service for each car should be placed on the respective file for each car.
- Maintenance area should have fire extinguishers with date of service, staff should be trained on how to use extinguishers.

#### 4.1 Cars/Vehicles

- Operators are to have a minimum of five cars.
- Cars should be clean with no defects.

#### 4.2 Documentation

- There should be car rental contracts with a cancellation and refund
- Policy.
- The cars should all have valid insurance.
- The company should have public liability insurance.
- The rate sheet should be prominently displayed and on brochures.
- Vehicle must be registered in operating company's name.

**Appendix 7****5 SAFETY**

- All offices should have fire extinguishers.
- First Aid Kit should be available at all offices.
- Phone numbers of police, fire department, car rental company should be provided in brochures.
- Wrecker service should be provided 24hrs daily.

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