



**STANDARD OPERATING PROCEDURES AND MINIMUM HOSPITALITY
STANDARDS FOR ACCOMMODATION AND CATERING
ESTABLISHMENTS**

NOVEMBER 2019

PART I –PRELIMINARY

The Uganda Tourism Board (UTB) is a Government agency under Section 3 of the Uganda Tourism Act No. 25 of 2008 mandated to promote and market Uganda as the preferred tourism destination domestically and internationally and to regulate the tourism sector in Uganda. This entails participating in the developing of regulations, standards and guidelines that are necessary to ensure an all-round quality service delivery in the tourism sector. The board is also tasked with the registration, inspection of all tourist services and facilities and issuing of tourist operating licences in order to ensure conformity with international standards. In this UTB works with other government agencies and the private business operators in the tourism sector.

Standards and guide lines developed ensure that the service provided by all the tourism establishments in the country is of quality and meets the minimum expectations of the tourist. It also forms the basis for quality control in the sector.

1. Scope

This standard prescribes minimum requirements for all accommodation and catering establishments in Uganda. The standard provides for statutory obligations, requirements for premises, operations and general services.

2. Definition of Terms

For the purpose of this standard the following definitions shall apply:

A-la-carte – means a menu in a restaurant that offers individual priced dishes and ordered separately.

Beverage - means a liquid intended for human consumption.

Buffet - means a meal where guests serve themselves from a variety of dishes set out on a table or sideboard.

Catering establishments - means a facility that provides foods and drinks.

Compliance – means the act of obeying rules and regulations.

Crockery – means utensils used to serve food and drinks.

Cutlery – means utensils used for cutting food.

En-Suite – means a bathroom that is directly connected to its bedroom.

Facility – means a space in which business activities take place.

Glassware – means a variety of glasses used for serving different types of drinks in food and beverage outlets.

Guest assistance services – means help given to guests during their stay.

Guideline - means a standard or a principle by which to make a judgement or determine a policy or course of action.

Homestay – means a form of hospitality and lodging whereby guests sleep at the local residence.

Hospitality facilities – means enterprises in class A and B as listed in the 9th schedule of the Tourism Act Cap 383 of 2011.

Lien – means an allowance given to a hotel attendant to hold personal property that a guest brought with them into the hotel as a form of security interest for payment.

Menu – means a presentation of detailed list of food items that are served in a restaurant.

Persons with Disability – means persons with physical, sensory, mental or other impairments, which impacts adversely on their social, economic or environmental participation.

Premises – means a building together with its land occupied by a business.

Property – means an item that is owned by an individual.

Restaurant – means a place where people pay to seat to consume beverages and eat meals that are cooked and served on the premises.

Service Delivery – means a component of business that defines the interaction between providers and clients where the provider offers a service and the client either finds value or loses value as a result.

Standard - means a level of quality or achievement that is considered acceptable or desirable.

Taint – means a trace of a harmful, toxic or undesirable substance.

Tourism sector – means the tourism and hospitality sector in Uganda.

Part II Statutory Obligations

3 Statutory obligations

Statutory obligations are legal requirements that are relevant to the sector that guide the safety, security and environmental considerations that are instrumental for the sustainable development of the tourism sector.

3.1 Legal compliance

3.1.1 Hospitality facilities shall comply with all relevant legislation (Acts and Regulations) governing operations in the tourism sector.

3.1.2 The facilities shall have evidence of compliance with but not limited to the following:

1. Valid Environmental Impact Assessment/Environmental Audits license
2. Valid business permits from local authorities
3. Valid Tourism operating license
4. Valid Liquor license where applicable
5. Occupation permit from government
6. Valid Occupational permit
7. Valid Health Clearance Certificate
8. Valid medical examination for food handlers
9. Valid food hygiene license
10. Valid work permits for all expatriates

3.2 Waste Collection Storage and Disposal

3.2.1 Hospitality facilities shall put in place efficient and effective waste management system to ensure;

1. All waste generated by the facility are collected, stored and disposed in a proper and acceptable manner.
2. Sufficient waste bins are provided and lined with disposable plastic bags and bin lids are kept closed at all times.
3. Waste separation is practiced at source, evidenced by clearly labelled and colour coded waste bins.
4. Garbage storage room/area is well protected from weather elements and animals.
5. Waste is regularly collected and disposed.
6. Waste storage areas are clean, sanitized, well illuminated and well maintained.

3.3 Water and Sewage

3.3.1 The proprietor of hospitality establishment shall put in place appropriate and efficient water & sewage management system and ensure;

1. The facility has water resource extraction & utilization permit from NWSC for private water sources.
2. The facility has adequate water supply and storage capacity to last for at least 7 days.
3. Water used for drinking/domestic purposes is potable, tested and approved by relevant authorities.
4. All sinks are fully operable with hot and cold water and drain properly.
5. Floor drains and sink plumbing are in working condition and state of repair.

6. Environmentally friendly waste management are practiced & effluent discharge licence issued by NEMA is obtained where drainage are not connected to the main sewerage systems.
7. Functional, covered drainages & kitchen grease management system are installed with clear inspection points to prevent pollution.

3.4 Pest Control

3.4.1 The proprietor of hospitality establishment shall put in place appropriate and efficient pest management/control mechanism and ensure;

1. Adequate protection against insects, vermin, rodents, dust and fumes is provided
2. The surrounding areas are kept free of debris, moisture, visible soil and well lit.
3. Fumigation is done by professional and certified/licensed pest control firm at least twice a year.

Part III Facility Requirements

4. The facility's design, structure and layout shall provide for efficient arrangement and placement of operation areas and allow easy flow of services. The following specifications shall assist in compliance with the standards guidelines and shall be interpreted in relation to the needs of each type of facility.

4.1 The Facility Location:

The facility shall:

- 1) Be located in a safe and secure area that is accessible with visible signage and accurate location website.
- 2) Be in harmony with the natural and/or built environment.

4.2 **Design and Layout:**

The design and layout shall:

- 1) Correspond to the type of the facility operations.
- 2) Conform to the approved building plan.
- 3) The building design incorporate environmentally friendly features and environmentally friendly materials are used in the construction of the building.
- 4) Provide adequate parking space where applicable.
- 5) Provide a designated parking space for persons with disability.
- 6) Comprise buildings which are linked by well-lit walkways where applicable.
- 7) Provide sufficient and well-lit corridors, hallways and stairways as stipulated in the building code.
- 8) Provide separate entrances and exits for staff/supplies and guests, where applicable.
- 9) Provide a lift for buildings above 4 storeys.
- 10) Have appropriate and functional lighting positioned for safety and guest comfort in all operational and public areas.
- 11) Provide for designated areas for guest recreation & entertainment service.
- 12) Provide securely located access for entertainment units that does not interfere or cause any inconvenience to the hotel residents.
- 13) Provide for designated meeting/conference room properly furnished, equipped with appropriate public address systems and acoustics management.
- 14) Provide for exterior and interior décor and colour schemes that are tasteful and conveys a particular theme.
- 15) Provide for basic shopping or sale of guest's basic amenities.
- 16) Have emergency lights system in case of power failure.

- 17) Be accessible to persons with disabilities.
- 18) Provide for adequate emergency exits in all operational and service areas of the facility which are easily accessible, devoid of obstruction and are well-lit at all times.
- 19) Provide for public washrooms/restrooms, well maintained and in proper working condition.
- 20) Provide for proper maintenance and functional condition for the facility's fixtures, furnishings and installations.

4.3 Lighting and Ventilation.

- 1) Adequate and efficient natural lighting and ventilation shall be a critical component of facility design consideration.
- 2) The premises shall have in the public rooms and bedrooms a means of temperature regulation capable of maintaining sufficient aeration.
- 3) Ensure adherence to renewable energy best practice.

4.4 Safety and security

4.4.1 The facilities shall have:

- 1) Adequate provision for general security for the property, staff and guests.
- 2) Secured fencing or perimeter wall as appropriate.
- 3) Valid comprehensive insurance cover where applicable.
- 4) A well maintained register for all guests
- 5) 24 hours communication systems & high speed Wi-Fi connectivity
- 6) Adequate and appropriate functional fire detection, notification and fighting equipment.
- 7) Staff trained with all available fire fighting equipment and their use including regular drills.
- 8) Fire assembly point.

- 9) Clearly marked fire exits and emergency evacuation procedures prominently displayed.
- 10) Provision for functional and well stocked industrial first aid kit at designated accessible areas.
- 11) Trained and certified staff in administering first aid with at least one in each department on duty at all times.
- 12) Adequate precaution in hotels with swimming pools for health and safety of swimmers.
 - a) Clearly marked swimming pools to indicate depths and appropriate notices on prohibited items by the pool side.
 - b) Trained pool attendants with proper lifesaving equipment shall be available during pool operating hours; and if not the same shall be communicated to the guests
 - c) Clean and properly maintained pools.
 - d) Appropriate records for pool water treatment shall be kept.
- 13) Provide adequate general security for the premises, staff and guests, such as a perimeter wall, properly equipped security guard, alarm system, CCTV and relevant emergency contacts.

Part IV Operational Requirements

5. These requirements prescribe minimum levels of quality service delivery. They make specific provisions for professional business conduct, maintenance of consistency in quality service and customer care, hygiene and food safety.

5.1 Guest reception and Services

5.1.1 The reception is the central point of guests' coordination in a hospitality facility. Facility shall;

- 1) Have designated guest reception and lobby areas with clear direction signage.
- 2) Have clear view of the entrance and access to guest rooms.
- 3) Be manned as per the hours of operation.
- 4) Make provision for factual guest information services either orally, printed or electronically.
- 5) Make provision for safe deposit services.
- 6) Make provision for communication with guests in at least English or any foreign language(s) and sign language as may be appropriate.
- 7) where requested, accord guests an opportunity to view the facility before booking.
- 8) Make provisions for guest assistance services as appropriate.
- 9) Communicate need for identification documents during check-in.

10) Make provision for duty manager at all times to oversee the day to day operations of facility.

5.2 Reservations, Pricing and Billings

5.2.1 There shall be an easy and efficient booking service that includes the following:

- 1) Established and operational reservation procedure and payment policy
- 2) Factual, clear, and consistent information regarding the facility with the actual services offered.
- 3) Information on tariffs charged clear on all the charges.
- 4) Alternative payment modes.
- 5) Have a clearly documented cancellation policy.
- 6) Provide information on handling of customer deposits including details of how the deposit is paid and whether or not it is refundable.
- 7) Confirm guest bookings by writing/email/phone or via text message with payment methods clearly communicated.
- 8) Ensure prompt, efficient, and professional communication with prospective guests, whether verbal or written to the satisfaction of the guest.

5.3 Kitchen Size and Arrangement

- 1) The size of the kitchen(s) shall be proportionate to the hotel bed capacity and shall not be less than half square ($\frac{1}{2}$ sq.) meter per guest bed.

- 2) For standalone restaurant(s) the size of the kitchen shall be in proportion to the restaurant total sitting capacity ($\frac{1}{2}$ sq. metre per cover).
- 3) The layout of the kitchen facility shall allow for food hygiene best practices, such as protection against cross-contamination in food storage and preparation areas.
- 4) Have clear dispatch and clearance routes for food and utensils.
- 5) There shall be separate industrial sinks with proper drainage system for wash-up of utensils and for food preparation.
- 6) The kitchen walls shall be of easy to clean material and the floors shall be of non-slip and easy to clean material with a coved floor-wall junction.
- 7) The kitchen shall be appropriately lit and properly maintained.
- 8) Ventilation shall be capable of removing excess heat, fumes, steam and odour from all the kitchen operation areas.
- 9) Provide a hygienically operated hand wash basin at the entrance and other strategic locations inside the kitchen with liquid/foam soap, hot and cold running water, sanitizer and hygienic means of hand drying.
- 10) Provide sufficient number of clean labelled and lined waste bins with tight fitting covers.

5.4 Food preparation area

- 1) Separate areas/worktops shall be designated for particular food preparation.
- 2) Provision shall be made for separate and sufficient equipment for use with raw and cooked/ready to eat foods.

5.5 Food Quality

- 1) All meals shall be freshly cooked and prepared with the necessary skills and presentation.
- 2) All ready-to-eat foods shall be kept separation from raw foods during storage, preparation as well as on surfaces and utensils.
- 3) All foods shall be labelled, dated and stored in leak proof packaging or food grade containers.
- 4) All foods shall be protected from dirt, unnecessary handling, overhead leakage and other forms of contamination.
- 5) The facility shall put in place approved mechanism for measuring food temperatures at specific time intervals on a daily basis.
- 6) All food handlers shall use proper utensils to minimize direct hand contact with raw, cooked or prepared foods.
- 7) All staff handling food shall properly wash their hands before and after handling food.
- 8) All leftover/unused/unpackaged food, which have been served or returned shall be dispensed and/or disposed in an approved manner.

5.6 Work Surfaces and Kitchen Equipment

- 1) Work surfaces & equipment (utensils, crockery and cutlery) coming into direct contact with food shall be of suitable materials and maintained in good condition.
- 2) All work surfaces shall be impervious, non-corrosive, easy to clean and maintain.
- 3) Work surfaces and equipment material are durable, smooth, impervious and non-reactive to food ingredients.
- 4) Food holding and service equipment shall be maintained at a minimum of 63 degrees Celsius for hot and maximum of 5 degrees

Celsius for cold.

- 5) Refrigeration equipment shall be provided in adequate numbers according to the sections in the kitchen.
- 6) Kitchen equipment shall be kept clean and serviced regularly.
- 7) Equipment shall be of materials which are smooth, impervious, non-toxic, non-tainting, easily cleaned, durable and nonreactive to food ingredients.

5.7 Food & Beverage Delivery and Storage

- 1) The facility shall ensure that food and beverage suppliers are pre-qualified and all purchases are made from approved entities.
- 2) There shall be adequate storage capacity for the quantities of food and beverage items supplied.
- 3) On delivery, all food and beverage items shall be inspected, checked and recorded before being placed into storage.
- 4) The facility shall ensure that the first in – first out (FIFO) principle is applied.
- 5) The facility shall make provision for sufficient, easy to clean and adequately aerated shelves or racks.
- 6) Provision shall be made for sufficient space beneath the lowest shelf of at least 150 mm clearance above the floor.
- 7) The facility shall ensure that raw and cooked/ready-to eat foods are stored separately.
- 8) The facility shall ensure that different types of meat are stored separately.

- 9) Buffet food shall be on display for a maximum of 4 hours.

5.8 Temperature Control Ranges

- 1) Food storage areas and equipment shall be kept within the following temperature ranges:
 - a) Dry food storage shall be operated within 10 to 25 degrees Celsius
 - b) Fridges to operate within 0 to 5 degrees Celsius
 - c) Freezers operate below -18 degrees Celsius
- 2) Provision shall be made for food storage refrigeration temperature records.
- 3) Cooking temperatures shall be deemed sufficient at 75 degrees Celsius.

5.9 Restaurant/Beverage Services

- 1) Restaurant and beverage service area interior design is enhanced with appropriate, modest and harmonious décor/colour scheme.
- 2) Restaurant/beverage service area shall have a menu and beverage list appropriately provided.
- 3) Appropriate entertainment shall be provided where applicable.
- 4) The beverage service area where available shall be adequately stocked with a modest range of beverages to provide fair choice of selection for the target clientele.
- 5) The restaurant that provide for a range of dishes & style of service.

5.10 Restaurant Tables and Chairs

- 1) Tables and chairs of an appropriate height and size for comfortable dining shall be provided.
- 2) The facility shall provide adequate and functional service stations in relation to the size of the restaurant.

5.11 Menu Presentation and Pricing

- 1) A clean and well-presented print/written menu shall be provided. In addition verbal explanation services shall be provided on request.
- 2) The menu selection shall provide a wide nutritional variety with buffet items clearly labelled.
- 3) The menu shall specify whether prices are inclusive of taxes & levies.
- 4) Food and beverage service menu selection shall reflect the hosts' cultural heritage.

5.12 Guest Rooms

- 1) Minimum floor areas (excluding the bath and shower areas):
 - a) Single room – 3 x 3 meters
 - b) Double room – 4 x 3 meters
- 2) Each guestroom door should be properly numbered and fitted with lock or other adequate measures to provide for the security of guests' and property.
- 3) Provision shall be made for rooms for persons with disability.
- 4) Reasonable space for movement and easy access to beds, doors and drawers.

- 5) At least one external window to provide natural light and adequate ventilation. Light to be controlled from bed as well as door or separate bedside lights shall be provided.

5.13 Guest bedrooms' provisions

Guest bedrooms shall have:

- 1) A bed of sound condition, clean and comfortable of not less than 90 x 190 cms (4x6 ft) for a single or 120 x 190 cms (5x6 ft) for a double bed.
- 2) A clean, comfortable and well covered mattress with protector and/or under-blankets and of not less than 15 cms thick.
- 3) Quality white bed linen in sufficient quantity shall be provided (a minimum of two bed sheets and a blanket/duvets).
- 4) Bed linen changed after every two nights of use or with every new guest and beds made daily.
- 5) Two pillows
- 6) Spare blankets/duvets and pillows available on request and at no extra charge.
- 7) Mosquito nets and/or repellents
- 8) Wardrobe with at least six hangers
- 9) A table and a chair
- 10) Mirror size- 60x120 cms (2x4 ft)
- 11) A waste bin with lining
- 12) Adequate stationery
- 13) Sheers and opaque curtains at a ratio of 1:1.5 (window-curtain ratio) with a maximum allowance of 5 cms above the floor.

- 14) Adequate drawer or shelf space. Drawers to glide smoothly and have an easy to clean surface.
- 15) One complimentary 500ml bottled drinking water per guest, and a glass for each guest on a daily basis.
- 16) At least two power points that are conveniently placed for use.
- 17) A communication device.
- 18) An information folder that includes and not limited to; internal telephone directory, menus, emergency contacts, hotel lien & liabilities and fire exit procedure.
- 19) In room entertainment depending on the type of facility.

5.14 Guest Bathrooms

Guest bathrooms shall:

- 1) Be en-suite bathrooms with sufficient separation between Water Closet and shower closet /cubical area.
- 2) Have minimum size of guest bathroom that is at least 3.5 sq. meters with non-slip floorings and well ventilated with windows/mechanical extractors.
- 3) Have fittings to enhance guest privacy.
- 4) Have the following fittings: -
 - a) Shower closet with provision for hot and cold water
 - b) Wash hand basin with hot and cold running water
 - c) Water closet with seat and lid
 - d) Provision for towel rail and cloth hook/hanger
 - e) Toilet paper holder

- f) Well fitted soap holder
 - g) Mirror of appropriate size above or adjacent to the wash hand basin
 - h) Non-slip surface or mat
- 5) Have the following amenities: -
- a) A clean, absorbent, white cotton bath towel to be provided for every new guest, and changed as required or on request
 - b) Toilet brush with holder
 - c) Soap or gel to be provided daily for each guest
 - d) A lined waste bin and disposable sanitary bags
 - e) Bathroom slippers
 - f) Toilet paper
 - g) Bath mat
- 6) For home stay, a designated bath/shower and water closet situated close to the bedroom or on the same floor shall be provided for the sole use of guests in a particular room, and shall be fitted with internal lock or bolt.

5.15 Management and Operation Staff

- 1) The management of the facility shall be under a qualified and competent person assisted by supervisors for each section.
- 2) Staff shall have basic skills and knowledge in hotel operations.
- 3) Provision shall be made for internal/external training for staff at least once every year.
- 4) Food handlers shall be medically fit and examined regularly, in line with statutory health requirement.

- 5) Staff working shifts shall be organized in such a manner to adhere to the 8hrs per day in accordance with the labour practices
- 6) Staff on duty shall be well groomed at all times.
- 7) Staff uniform shall be clean, well fitting, in conformity with safety requirements and differentiated per department and with name tags.
- 8) Adequate and appropriate well maintained staff facilities (staff/drivers accommodation, dining, recreational facilities, changing /refreshing rooms and canteen) shall be provided.
- 9) Secure transport services shall be provided for staff working on late night shifts as appropriate.

Part V General Service requirements

6. General Services

6.1 The following general services shall be provided:

- 1) Some form of recreation.
- 2) Separate facilities for bulk luggage storage and procedures for handling of lost and found items.
- 3) Sale of toiletry items and others such as airtime and post cards.
- 4) Car wash and shoe shining services on request.
- 5) Adequate, clean, well maintained and suitable accommodation for staff/drivers in cases where lodges and tented camps are located away from town centres.
- 6) Secure transport for staff that leave work station during late shifts.

6.2 Persons with disability provision

- 1) Facilities for persons with disabilities shall be adequate and appropriate and the information about the service prominently displayed, so that in the event of an emergency, such guests are quickly located and evacuated.

6.3 Hygiene and sanitation

- 1) The entrance to the restrooms from adjacent public areas shall have airlocks.
- 2) There shall be provision for a room for staff changing and freshening up that is clean, well-lit ventilated and maintained.
- 3) Water supply & storage: there shall be adequate storage capacity to last at least three days in case of supply breakdown.
- 4) Ensure that drinking water provided is potable and approved for drinking by relevant authorities.
- 5) Where drinking water is not obtained from a public source, management shall ensure that the same is tested, at least three times a year by a competent authority.
- 6) There shall be provision for proper waste collection, storage and disposal.
- 7) The garbage storage area shall be protected from weather elements, animals, and disposal shall be done regularly.
- 8) No animal shall be allowed in food handling areas.

6.4 Cleanliness and Maintenance

- 1) The internal and external environment of the facility shall be kept clean and tidy.

- 2) Buildings, their fixtures, furnishings, fittings and interior décor shall be maintained in a sound and functional condition, fit for the purpose intended.
- 3) The facility shall keep a record of cleaning and maintenance schedules.
- 4) There shall be evidence of staff trained on proper cleaning services.
- 5) Appropriate cleaning equipment, suited to the purpose for which it is intended shall be provided for cleaning staff.
- 6) Cleaning materials, chemicals and equipment shall be kept in suitable store room, separate from food and sanitary facilities.
- 7) All electrical and gas equipment shall be maintained in good working order and regularly serviced to ensure staff & guests safety, evidence of inspection shall be maintained.