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NATIONAL STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

GB/Z 42510-2023

Specification for credit rating evaluation of hotel industry

饭店业信用等级评价规范

Issued on: March 17, 2023 **Implemented on: March 17, 2023**

**Issued by: State Administration for Market Regulation;
Standardization Administration of China**

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for Standardization Work Part

1.Structure and Drafting Rules for Standardization Documents" drafting. In the environment where the overall credit of the society urgently needs to be improved, the credit evaluation of the hotel industry needs to be guided. However, since the technology requires a deeper Integrate industry elements and gradually mature in exploration. Therefore, this document is released as a guiding technical document. This guiding technical document is for reference only. Suggestions and opinions on this guiding technical document should be submitted to the State Council Standardization Administrative Director The department reflects. Please note that some contents of this document may refer to patents. The issuing agency of this document assumes no responsibility for identifying patents. This document is proposed by the China Chamber of Commerce. This document is under the jurisdiction of the National Standardization Technical Committee of Catering Service Industry (SAC/TC214). This document is drafted by: China Hotel Association, Academy of International Trade and Economic Cooperation of the Ministry of Commerce, Beijing Hongfu Holdings Group Co., Ltd., He North Province Hotel Cooking and Catering Industry Association, Beijing Kairui Yuxiandu Catering Investment Holding Group Co., Ltd., Beijing Shunjing Town Cultural Industry Co., Ltd. The company's Shunjing Hotel Branch, Beijing Qianxihe Catering Management Co., Ltd., and Xiyun (Tianjin) Enterprise Management Co., Ltd. The main drafters of this document. Han Ming, Chen Xinhua, Han Jiaping, Pingan Wen, Song Xiaoxi, Li Yang, Gao Shuang, Huang Fushui, Tang Xiaojie, Lu Yihua, Xing Hongzhi, Liu Yanyun, Wang Xiyin, Mei Qiuzhi. Hotel industry credit rating evaluation norms

1 Scope

This document sets out how the credit rating of a hotel business is evaluated: the indicators taken into account, how they are weighted, and how a rating is arrived at and expressed. Credit rating in the Chinese sense is broader than creditworthiness - it takes in regulatory compliance, contract performance and consumer complaints, and it feeds the social credit apparatus that decides which businesses get scrutiny and which get left alone. For a hotel operator, or for a chain evaluating a Chinese partner, this document is what the rating on the other side of the negotiation is built from. Issued on 17 March 2023 by SAMR and SAC as a guiding technical document, in force from the same day, under the technical jurisdiction of the China General Chamber of Commerce.

This document specifies the general requirements for credit rating evaluation of the hotel industry, application evaluation procedures, evaluation content, index calculation methods, evaluation grade. This document is applicable to the credit rating evaluation of the hotel industry.

2 Normative references

The contents of the following documents constitute the essential provisions of this document through normative references in the text. Among them, dated references For documents, only the version corresponding to the date is applicable to this document; for undated reference documents, the latest version (including all amendments) is applicable to this document.

GB/T 14308 Classification and assessment of tourist hotel stars GB/T 21084 Green Hotel

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 hotel industryhotelindustry Enterprises that provide accommodation, catering and related comprehensive services and hotel supply chains.

4 General requirements

4.1 Credit evaluation should follow the principle of combining quantitative analysis and qualitative analysis.

4.2 The scores of the evaluation scoring grade intervals are divided as follows:

---Excellent. 100%, full marks.

---Good. 100% (excluding) ~ 75%, that is, full score (excluding) ~ full score x 0.75.

--- Medium. 75% (excluding) ~ 50%, that is, full score x 0.75 (excluding) ~ full score x 0.5.

--- Low. 50% (excluding) ~ 25%, that is, full score x 0.5 (excluding) ~ full score x 0.25.

--- Poor. 25% (excluding) ~ 0%, that is, full score x 0.25 (excluding) ~ 0 points.

5 Application Evaluation Procedures

5.1 Registered in China, have independent legal personality, and have been in continuous production and operation for more than three years (inclusive).

5.2 Enterprises should conduct self-assessment according to the relevant indicators in Table 1 to Table 6, and compare with Table 7 to obtain the estimated results and declare the grade.

5.3 The enterprise submits an application as required and provides relevant materials.

5.4 The credit evaluation committee (composed of third-party credit evaluation institutions) conducts a preliminary review of the materials and then submits them to the evaluation expert committee (composed of It is composed of industry experts who are quasi publicity study and passed the assessment). After the evaluation expert committee made the preliminary evaluation results, it was published on the official website of the evaluation committee.