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**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

SB/T 11044-2013

**Operating service specification for cultural theme hotel
(English Translation)**

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Table of Contents

Introduction

Introduction

1 Scope

2 Normative references

3 Terms and definitions

Foreword

This standard draws GB/T 21084-2007 "Green Hotel", GB/T 14308-2010 "division of star tourist hotels and Evaluation Given "relevant local and national standards.

The standard proposed by the People's Republic of China Ministry of Commerce.

This standard by the National Standardization Technical Committee of catering services.

The standard by the China Hotel Association is responsible for drafting.

Introduction

In order to implement the Ministry of Commerce, "regulate the development of guidance to facilitate the lodging industry during" "on the" second five hotel industry to accelerate the transfer Upgrade type, characteristics and culture theme hotel guide in the era of mass consumption, the development of the Internet age, the hotel industry to change a single product model, profitability the weak force, thousands of shops side of the same phenomenon, the pursuit of improving the hotel industry luxury hardware, software, lack of cultural connotation of the serious situation, adapt to extinction Fees are diversified, personalized consumer demand, provide value for money hotel service experience, to build an upgraded version of Chinese hotel industry, formulated standard.

This standard hotel design, construction, alteration, clear business location to provide guidance and promote the pursuit of high-end luxury hotel business from the experience of it features cultural theme in transition, to promote healthy and sustainable development of China's hotel industry. In the standard boot, innovation and transformation, operating characteristics, build brand Principle, the development of "cultural theme hotel management service standards." Cultural theme hotel business services specification

1 Scope

This standard specifies the division of cultural theme hotel conditions, assessment rules, quality of service, management system, the basic elements and corresponding technical Claim.

This standard applies to the territory of the People's Republic of China for various types of accommodation in legitimate business enterprises.

2 Normative references

The following documents for the application of this document is essential. For dated references, only the dated version suitable for use herein Member. For undated references, the latest edition (including any amendments) applies to this document.

Classification and evaluation GB/T 14308-2010 star tourist hotels GB/T 21084-2007 Green Hotel

3 Terms and Definitions

The following terms and definitions apply to this document.

Hotel hotel

Provide accommodation, catering and related services to business customers.

[GB/T 21084-2007, Definition 3.1] 3.2 Theme hotel themeofhotels in certain core elements, combined with the local culture, customs, arts, environment, history, attractions and other factors, all parts of the hotel provided a unified Meter, unified layout, display the same image, providing cultural enjoyment, spiritual enjoyment and experience home hotel business.

4 The classification and basis 4.1 theme hotel is divided into five grades. That trip, standard, comfort, first-class luxury. With a star logo, star a few more, the hotel represents cultural goods the higher the quality.

4.2 division basis, in line with a comprehensive prerequisite, according to four regions and evaluate the quality of the service division. That is the theme of the environment and Building, lobby theme, themed rooms, theme restaurants.

5 Comprehensive Prerequisites

5.1

theme hotel building, affiliated facilities and equipment, services and operational management should be consistent with existing national security, fire, health, green ring Paul, opposed to austerity regulations and requirements of relevant laws, regulations and

standards of waste, energy conservation, labor contracts.

5.2

There are distinct cultural theme restaurants open at least one year. More than 20 rooms available for rent.

5.3

has a sound management rules and regulations, service standards, operational procedures, standardize the management, quality management manual, staff training system.