



## **Consumer Trends / Expectations (2 Star)**

Following are criteria guidelines for all remaining star levels, based on ongoing consumer research and trends. It is important to note that criteria items are either in addition to or building on previous star levels

### **Space and Comfort:**

- Average of rooms 130sq.ft (12m2)

### **Air Circulation:**

- Portable fan available

### **Heating:**

- In-room thermostat control (hotel, resort style properties)

### **Beds and bedding:**

- Headboards on all beds
- Extra blankets / pillows available

### **Guest Laundry**

- Available on premises (hotel, resort style properties)
- Iron and board available

### **Technology and Communication**

- Portable telephone or alternative method of communication on-site
- In-room televisions (hotel, resort style properties)

### **Housekeeping Kitchens (if provided)**

- Toaster / oven
- Teapot