



Hotel Classification and Tourism Licensing

Course: Star Scoring and Mystery Guest Visits



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Introduction:

Hotel classification and tourism licensing course on star scoring and mystery guest visits is a 5-day course for tourism authority inspection, licensing and hotel quality functions, ending with a Classification Inspection and Licensing Readiness Plan for a case property. Star ratings lose credibility when inspectors score the same room differently, licence categories are applied loosely to furnished apartments and violations are recorded without evidence that survives an operator objection. Nominees already inspect or prepare licensed accommodation and practise through inspection walkthroughs of hotels, serviced units and tourism facilities. CoreConcept Training Center delivers this hotel classification and tourism licensing course.

Course Objectives:

- Apply tourism licensing categories and licence conditions to hotels, furnished apartments and tourism facilities
- Score a property against mandatory criteria and points thresholds for each star level
- Conduct announced classification visits, mystery guest stays and unannounced spot checks to a consistent standard
- Record inspection evidence that supports violation notices, downgrades and objection reviews
- Calibrate scoring between inspectors to reduce rating variation across a portfolio of licensed properties
- Guide operators through readiness self-assessment and gap closure before a classification visit

Target Audience:

- Field inspectors responsible for classification visits and star scoring of hotels and resorts
 - Licensing officers responsible for issuing, renewing and varying tourism accommodation licences
 - Quality assurance staff responsible for mystery guest programmes and service audits of licensed properties
 - Hotel and serviced apartment quality leads responsible for preparing properties for classification visits
 - Violations officers responsible for recording breaches and following up corrective actions
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Course Outline:

Day 1: Tourism Licensing Landscape and Accommodation Categories

- Tourism Licensing Categories for Hotels, Resorts and Guesthouses
- Furnished Apartment and Serviced Unit Licence Conditions
- Tourism Facility Licences for Travel Agencies and Attractions
- Licence Application File Review and Site Pre-Approval Checks
- Licensed Property Register Baseline and Classification Gap Scan

Day 2: Star Classification Criteria and Points Scoring Models

- Mandatory Minimum Criteria Versus Optional Points Criteria
- Criteria Catalogue Qualification Areas From Reception to Leisure
- Points Threshold Calculation Per Star Level and Superior Flag
- Percentage Threshold Grading Models Compared With Points Totals
- Classification Scoresheet Design With Weightings and Evidence Fields

Day 3: Classification Inspections and Mystery Guest Visits

- Announced Classification Visit Plan and Room Sampling Method
- Guest Room Dimensions, Bathroom Fixtures and Amenity Verification
- Mystery Guest Scenario Scripts for Booking, Arrival and Departure
- Unannounced Spot Check Protocol for Licence Condition Breaches
- Inspector Field Notes, Photographs and Timestamped Checklist Records

Day 4: Violations, Downgrades and Classification Disputes

- Violation Classification Matrix by Severity and Guest Impact
- Corrective Action Notice and Re-Inspection Window Setting
- Star Downgrade, Licence Suspension and Closure Decision Criteria
- Operator Objection Handling and Second-Inspector Rescoring Procedure
- Inspector Calibration Sessions and Inter-Rater Scoring Consistency

Day 5: Inspection Walkthrough and the Classification Readiness Plan

- Case Property Walkthrough Scored Against the Classification Scoresheet
 - Mystery Guest Report Analysis for the Case Property
 - Case Furnished Apartment Licence Renewal File Review
 - Operator Readiness Self-Assessment Toolkit and Gap Closure Actions
 - Classification Inspection and Licensing Readiness Plan Completion
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Skills You Will Gain:

- Licence Category Determination
- Star Criteria Scoring
- Mystery Guest Scenario Design
- Unannounced Spot Checking
- Inspection Evidence Recording
- Violation Severity Grading
- Inter-Rater Calibration
- Operator Readiness Coaching

Why Attend This Course:

- Deliver a Classification Inspection and Licensing Readiness Plan to the head of licensing or the property quality lead for approval
- Decide which licence category, star level and corrective action a property warrants on the evidence gathered
- Avoid overturned ratings, repeated re-inspections and disputes caused by inconsistent scoring and thin evidence
- Share scoresheets, mystery guest scripts and calibration routines with fellow inspectors and quality staff

Conclusion:

Back at work, the participant presents the Classification Inspection and Licensing Readiness Plan to the head of licensing, the classification committee or the property quality lead. It is used to schedule classification visits, set scoring rules for inspectors, decide which licence category and star level each property holds and tell operators which gaps to close before the next visit. After the first inspection round under the plan, the unit should compare scoring variation between inspectors, objections upheld and violations closed on time, and revise the scoresheet where scores diverged.

Frequently Asked Questions FAQ:

What should participants know before hotel classification and tourism licensing training?

Participants should already inspect, license or prepare hotels, serviced apartments or tourism facilities and be able to read a licence condition or a criteria checklist. A sample scoresheet or inspection report from their own unit helps during the walkthrough day.

How does hotel classification and tourism licensing training differ from a general regulatory inspection course?

A general regulatory inspection course covers risk targeting and enforcement across any sector. This course works only on accommodation and tourism facilities, focusing on licence categories, star criteria, points scoring, mystery guest visits and operator readiness.

Why does hotel classification use both mandatory criteria and points scoring?

Mandatory criteria set the floor every property at a star level must meet, while points reward optional facilities and services above that floor. A property can reach the points for a higher level yet stay lower because one mandatory item is missing.

What do participants take back from hotel classification and tourism licensing training?

Participants take back a Classification Inspection and Licensing Readiness Plan for a case property, covering licence category, scoresheet results, mystery guest findings, violations recorded, corrective actions and the operator readiness self-assessment.
