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QUALITY ASSURANCE GUIDELINES

OBBG members shall meet or exceed all items listed below:

General Expectations

	Needs Attention	OK
Personal welcome upon arrival		
Innkeeper friendly, courteous, and available for interaction with guests		
Local tourism information available, such as restaurants, attractions, events, and transportation		

Common Areas for Guests' Use and Social Interaction

	Needs Attention	OK
Comfortable seating		
Adequate lighting		
Clean, in good repair, well maintained		
Walls, woodwork, floors, and ceilings in good repair		
Furnishings and furniture in good repair, usable, and indicative of high standards of decor		
Rooms neat, uncluttered, inviting, and tastefully decorated recognizing unique character of inn		

Guest Rooms

	Needs Attention	OK
Comfortable, inviting, private, and quiet, with room able to be locked from inside		
Firm, sturdy bed(s) in a frame off the floor, with adequate bedside lighting		
Adequate, sturdy, and dust-free place to hang clothes and store clothing and personal items		
Adequate floor space in the room to allow movement for guests		
Windows equipped with shades or drapes to provide privacy		
Heated, ventilated, and (if appropriate) air-conditioned		
A comfortable side chair and wastebasket in each guest room		
Additional blanket(s) and pillows available in each guest room		
Fresh bed linens provided for each guest. For multiple-night stays, linens changed every 3 days		
Wastebasket in room		

Bathroom Facilities

	Needs Attention	OK
If guests use same bathroom as the innkeeper, all personal items must be kept in a locked cabinet. No personal items shall be visible to the guests		
Bathrooms in public areas able to be locked from the inside		
Bathrooms must be heated and well-ventilated		
Bathroom fixtures must be clean and in working order		
Bath linens (bath towel, hand towel, and wash cloth per guest) must be available, with area designated for proper storage. Used bath linens to be changed daily, or specify "green" option		
Non-skid surface or rubber mats in showers and bath tubs		
Adequate shelf or counter space for toilet articles		
Drinking glasses, tissues, and basic bath amenities		
Wastebasket that is either washable or has a disposable lining		

Food Preparation

	Needs Attention	OK
Adequate food storage and refrigeration, including covered and dated storage containers, proper refrigeration, and a refrigerator thermometer registering at 40 degrees F. or colder		
There shall be no co-mingling of guests' food and inn food		
Commercial dishwasher or dishwasher capable of maintaining a minimum temperature of 155 degrees F., or three-compartment sink		
Food stored in covered containers off floor in manner that protects from splash		
Equipment and utensils in good repair and maintained in sanitary conditions as specified by the State of Oregon sanitation rules		
Garbage kept in closed container or under sink except during food preparation, when it should be uncovered or operated by foot pedal		
Easily cleanable surfaces		
Hand-washing facilities separate from main kitchen sink (can be in laundry room or powder room)		

Breakfast Service

	Needs Attention	OK
Breakfast shall include more than coffee, tea, and juice provided at no additional charge		
Attractively presented in a common area furnished with a table and seating, a bedroom, or a restaurant owned and operated by licensed inn (not an off-premise restaurant)		
Served with attention to nutritional value, freshness, and balance (this applies to both Continental and full breakfast menus)		
Breakfast served on china or stoneware and not in commercial packages		

Safe and Secure Environment

Needs
Attention OK

Building locked at night with clear indication as to how guests enter

All necessary keys provided to guests

Hallways, entrances, and stairways used by guests must be well-lit at night and provide railings, where necessary

Smoke detector in each guest room complete with an "interrupt" button

2A-10B-C fire extinguisher located within 75 feet of every guest room

Clearly defined emergency procedures provided in writing for guests (*can be included with "house rules"*)

For Well or Spring Water Systems

Needs
Attention OK

Certificate of inspection for inns not on public water systems

System capable of supplying safe, potable water to guests

Water supply located at a sufficient distance from any sanitary hazards to prevent water contamination

Microbiological analysis from an analytical laboratory showing "coliform absent" to be performed every three months, as required by the State of Oregon. Have test results available for OBBG inspector at time of initial inspection and subsequent re-inspections

For Septic Systems

Needs
Attention OK

Records stating that the septic system is approved by the appropriate local health authority for the specified number of bedrooms and/or bathrooms in the facility

Septic tank covered with soil

Absence of sewage odor in drain field area

Miscellaneous Requirements

Needs
Attention OK

All "house rules" presented in writing to guests (*can be included with emergency procedures*)

House number or sign clearly visible from street

Exterior of buildings and gardens attractive and well maintained

Telephone available for guest use

Number of Guest Rooms/Baths:

Date of Inspection:

Name of Inspector(s):

Licenses/Permits:

(Business)

(Food Handler's)

Additional Comments: