



ALASKA'S  
**Mat-Su**  
BED & BREAKFAST  
ASSOCIATION  
[alaskabnbhosts.com](http://alaskabnbhosts.com)

PO Box 873507, Wasilla, AK 99687 [www.alaskabnbhosts.com](http://www.alaskabnbhosts.com)

## Quality Assurance Review Form

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Name of Bed & Breakfast

Review Date

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Innkeepers

Contact Person

The following inspection standards and ethics for Alaska's Mat-Su Bed & Breakfast Association are designed to ensure a high level of safety, comfort and cleanliness for Bed and Breakfast guests. Our goal is to help all Bed and Breakfasts meet lodging and trade standards through this program.

At the time of passing the Quality Assurance Review, you will be asked to pay \$75 for dues for that calendar year. Once you have passed inspection, your certificate of Quality Assurance is good for three years, unless any of the following three things occur:

- a change in management or ownership of this B&B
- a change in facilities, such as adding cabins or more bathrooms, or major remodeling
- a change in procedures, such as eliminating breakfast or no longer offering an on-site host

### ***Standards and Ethics***

#### **General Considerations**

1. \_\_\_ All advertising will reflect true amenities of the bed and breakfast. (Provide an example of B&B's advertisement: brochure or web site print out).
2. \_\_\_ On-site host provides a personal welcome and friendly service.
3. \_\_\_ Emergency exit instructions are noted at time of check-in or posted in rooms.
4. \_\_\_ Appropriate business licenses are posted.
5. \_\_\_ Appropriate and reasonable smoke alarms, security devices, fire extinguishers, front door locks and lighting are at hand. Rope ladders are required in each guest room on the second floor if the second floor has only one means of exit.
6. \_\_\_ The inn is clean, in good repair and well maintained.
7. \_\_\_ All "House Rules" are clearly presented to guests.
8. \_\_\_ **All** stairs or steps will be safe and appropriate and with handrails.  
*Suggest* – A written policy covering rates, children, pets, smoking, reservations, cancellations, refunds and other amenities associated with the B&B operation.  
*Suggest* – Have well water tested every two years for coliform.  
*Suggest* – Have a carbon monoxide detector on each level of the the B&B.

### **Building and Surrounding Area**

9. \_\_\_ Grounds are well maintained and free of debris.
10. \_\_\_ Walking areas are safe and well lighted.
11. \_\_\_ Guest parking is convenient, adequate and well lit.
12. \_\_\_ Pools, Jacuzzis, spas, etc., are well maintained and safe with adequate instructions for usage (check Alaska State DEC Regulations).

### **Breakfast Service**

13. \_\_\_ An attractive, ample breakfast is served or provided for guests each morning.
14. \_\_\_ Dining area has adequate table and seating for all guests.
15. \_\_\_ High standards of cleanliness are maintained in food preparation and dining areas.

### **Guest Rooms**

16. \_\_\_ All guestrooms are comfortable, inviting and allow for privacy and quiet.
17. \_\_\_ Beds are firm, sturdy, with adequate bedding.
18. \_\_\_ Overhead lighting and bedside lamps are provided
19. \_\_\_ Fresh linens are provided for each guest. For stays of more than one night, linens must be changed at least every three days (or per guest request).
20. \_\_\_ Additional blankets and extra pillows are available.
21. \_\_\_ Adequate space is provided to hang clothes with at least five hangers per person.
22. \_\_\_ One suitcase rack is available per person or equivalent surface space.
23. \_\_\_ Room can be darkened at night and affords privacy with curtains or blinds.
24. \_\_\_ Each room has a wastebasket.
25. \_\_\_ Windows meet local standards.
26. \_\_\_ Emergency lighting or flashlight in each guest room  
*Suggest* - Comfortable side chairs or other seating.

### **Bathrooms**

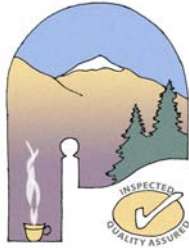
27. \_\_\_ Bathrooms are clean, sanitary and have adequate facilities.
28. \_\_\_ Personal towels are available for each guest.
29. \_\_\_ Individual bars of soap per person or liquid soap are available.
30. \_\_\_ Have non-skid tub or a bath mat available.  
*Suggest* – Keep personal towels in guestrooms for shared baths.

### **Kitchen Area**

31. \_\_\_ Equipment is clean and maintained.
32. \_\_\_ Countertops are neat and clean.
33. \_\_\_ Appliances are clean and maintained.
34. \_\_\_ Fire extinguisher is handy.
35. \_\_\_ Smoke detector is in close proximity.
36. \_\_\_ Floor is clean and maintained.

### **Communication**

37. \_\_\_ Guests know how to reach innkeeper at all times.  
*Suggest* – Have a guest telephone available.  
*Suggest* – Have written directions to B&B by guest telephones for 911 calls.  
*Suggest* – Have good information on the area attractions and restaurants.  
*Suggest* – Have common room with reading material, games and puzzles.



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## **RECOMMENDATION OF QUALITY ASSURANCE COMMITTEE**

### **Review Comments**

Item Number                      Needed improvements

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### **Additional Comments**

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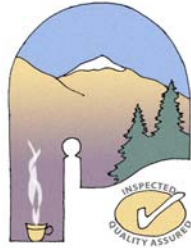
\_\_\_ **Approved** – Membership will be recommended for acceptance at next Board Meeting.

\_\_\_ **Follow-up Required** – Applicant must comply with items listed above within 30 days of initial review to be recommended for membership. The Quality Assurance Committee will visit up to two times to help the Bed & Breakfast owner meet AMSBBA standards. A Grievance Committee is available for unsatisfied applicants.

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Acknowledged by  
Innkeeper/Owner \_\_\_\_\_ Date \_\_\_\_\_



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## QUALITY ASSURANCE FOLLOW UP REVIEW FORM

### Review Comments

Item Number                      Needed improvements

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### Additional Comments

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