

CRITERIA FOR THE SELECTION OF THE RECIPIENTS OF THE PUERTO RICO TOURISM COMPANY QUALITY AWARDS:

The PRTC Quality Awards are based on the following categories of PRTC endorsed properties

- Category 1 – Resorts or Hotels of 300 rooms or more
- Category 2 – Hotels with 76 to 299 Rooms
- Category 3 – Hotels with a maximum of 75 rooms
- Category 4 – Paradores
- Category 5 – Mesones Gastronómicos

Awards are based on the results of the scores obtained in the Quality Index Program.

The three components evaluated this program are:

- Service Evaluation
- Property Inspection
- Guest Comment Cards

In order to qualify for an award, the properties must be under the promotional benefits of the PRTC and must obtain a score no lower than eighty percent (80%) in the evaluations.

- **Service Evaluation** – The evaluation is conducted by an outside company contracted by the PRTC and which includes the three major areas of a hotel; Reception (Front Office), Food & Beverage and the Housekeeping Departments. In each of these areas the properties with the highest scores will receive an award in recognition of the effort made by the department's personnel.

In the Food & Beverage area we will be presenting awards for two (2) types of service; an award for properties providing full restaurant service and another for properties with limited service (Continental Breakfast).

An Overall Award, which is comprised of the three (3) areas evaluated, will also be presented.

- **Property Inspection** – These inspections are conducted by the PRTC Quality Inspectors. To qualify for this award the properties must have all documentation and permits, required in the Minimum Standards Regulation, in force at the time of the evaluation.

The inspectors evaluate maintenance, cleanliness & security.

- **Guest Comment Card** – This component has been extended to all PRTC endorsed non-flagged properties. The award will be presented based on the highest scoring property who consistently participated for the 12 month period. In the case of a tie, each of the properties will receive an award.
- **Quality Index** – This global award will be presented to those properties, by category, which have obtained the highest score based on the of the three components which compose the Quality Index Program (Service Evaluation, Property Evaluation and Guest Comment Cards). The calculation is based on the following:
 - Non Flagged Properties
 - 30% of the Service Evaluation
 - 50% of the Property Inspection
 - 20% of the Guest Comment Card.
 - Flagged Properties
 - 40% of the Service Evaluation
 - 60% of the Property Inspection.

Awards will be presented based on the highest scoring properties by categories as previously established.

- **Best of the Best** – This is the highest award of the Ceremony. This recognition will be awarded to the highest scoring property in the Quality Index category. The “Best of the Best” consists of a exhibition award which is the property of the PRTC and which will be exhibited in the selected property for a period of one (1) year. The award will change properties each year. In addition the selected property will receive a 12” replica inscribed with the year and the name of the awarded property, which will be for the owner to keep.

The Awards were prepared by the artisan Hector Irizarry utilizing the sand- blasting process