



Application form

ISOPalace

The applications must be sent either by mail or e-mail to the following addresses: hello@preexcellence.com



The applications follow up dates is online <https://www.preexcellence.com/>

For any help concerning the applications for ISOPalace distinction, you can contact candidacy@preexcellence.com

CANDIDATE IDENTIFICATION

MANAGEMENT AGENCY IDENTIFICATION

Company name		
Person in charge		
Job title		
Address	Postal code	City
Country		
E-mail		
Mobile number	Phone number	

VILLA IDENTIFICATION

Name of the VILLA	
Type of the VILLA (beachfront, Challet etc...)	
Sqm	
Architect / designer	
Year of construction	Year of refurbishment
Number of Rooms	
Average annual workforce (all contract types)	
Average annual workforce (permanent staff only)	
Name of the Chef de Cuisine (please attach the CV)	
Rental Agency	
Associated label(s) Yes ___ No ___	



If yes, which one(s)

MANAGER CONTACT DETAILS

Name
E-mail
Mobile phone number

VILLA ACTIVITY

Activity in 2020

VILLA's annual operating budget
Rent price per week
How many weeks the VILLA was occupied by owners, Guests or visitors

Activity in 2019

VILLA's annual operating budget
Rent price per week
How many weeks the VILLA was occupied by owners, Guests or visitors

VILLA REFURBISHMENT AND EMBELLISHMENT WORK

Date of the last <u>refurbishment</u> work:



The VILLA was operational during the refurbishment period Yes ___ No ___
<i>If not, indicate the time period</i>
Type of executions performed

Date of the last <u>embellishment</u> work
The VILLA was operational during the embellishment period Yes ___ No ___
<i>If not, indicate the time period</i>
Type of executions performed

COMMERCIAL PERFORMANCE OF THE VILLA

Express briefly the VILLA's last 3 years progress in commercial success

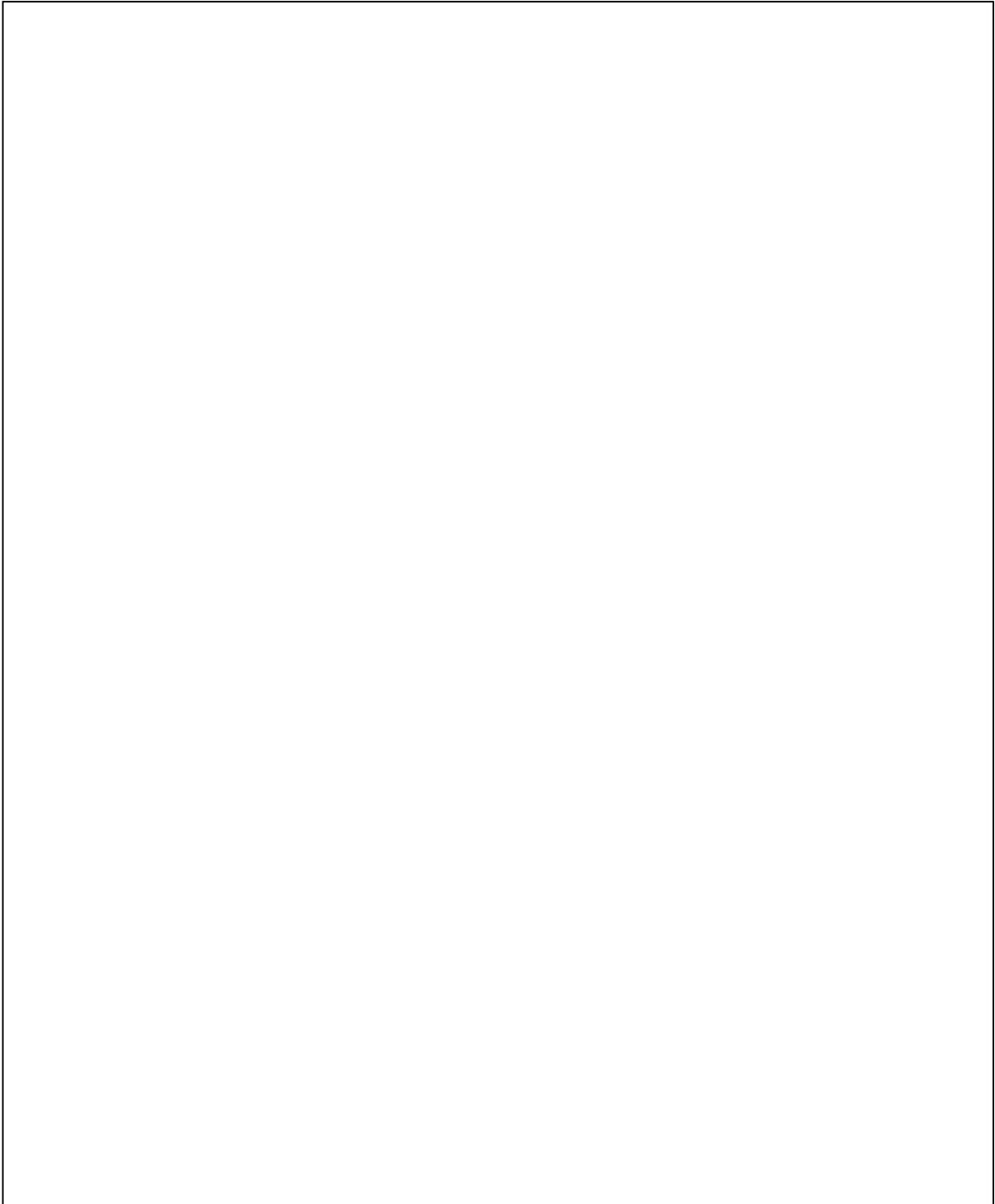




TABLE OF INVESTMENTS

Complete the grid below according to the latest investments made on the VILLA

Date	Description	Investment in € excluding tax	Expected benefit

First name:

Surname:

Position held:

Date:

Signature:

Certifies on honor all the information declared to be correct and authentic



REQUIRED DOCUMENTS

Below you will find a list of documentation that is necessary for the examination of the candidacy and must be attached to the application file. The required documentation consists of:

- ✓ The ISOPALACE ranking report and classification checklist (*pages 12-16*)
- ✓ The application questionnaire completely filled (*pages 2-6*)
- ✓ The promise to bear the costs of the evaluation visit (*page 9*)
- ✓ A record showing the VILLA's extraordinary characteristics based on the assessment criteria defined by the ISOPALACE label granting committee (*see pages 11-12*). This record can be in digital or paper form.

The criteria taken into consideration when assessing the candidacy consist of the elements that distinguish the VILLA and make it unique. These elements include the interior and exterior design and its quality, the level of service provided in House, the outstanding character of the VILLA, the quality of the cuisine and bar and the teams' motivation for excellence. Other important elements are implemented actions regarding sustainable development and economic indicators that differentiate the service excellence.

Any supplementary record appearing in the VILLA brochure that might be beneficial for the VILLA's candidacy may be attached to the application file. This type of documentation can be related to the VILLA's environmental, social or ethical responsibility.

The presentation must be fully detailed and include all information required when presented to the ISOPALACE label awarding committee. The deadline for submitting the distinction ISOPALACE applications must be respected.



ESSENTIAL

In order to be eligible for the ISOPALACE distinction, it is compulsory that the candidate VILLA meet certain conditions required for obtaining the prestigious label of ISOPALACE. The following conditions must be met:

- ✓ The VILLA must have started its activity a minimum of 10 months ago
- ✓ The VILLA must meet all the compulsory criteria in the ISOPALACE classification checklist
- ✓ The VILLA must have at least one Bedroom with a minimum surface area of 40 m², including sanitary facilities

The information regarding the application procedure and follow-up can be found on the website www.preexcellence.com under the section ISOPALACE. The application procedure will include the committee auditors' evaluation visit on the candidate VILLA as well as a hearing of the operative management of the VILLA. The application procedure does not apply fees other than the expenses associated with the auditors' visit on the VILLA, costs of which will be taken care of by the candidate VILLA. This commitment to bear the costs is agreed upon the terms set on page 10 under the section "Commitment to bear the costs of the visit."

The ISOPALACE committee will award the distinction for 3 years based on a mutual agreement within the committee. The distinction can be renewed and it must be requested at least four months before the distinction validity expires. The renewal request is examined according to the same procedure as in an initial request.

It is possible for a candidate VILLA to submit its application file again after being refused by the committee. In case of submitting a new application, it is not compulsory to communicate the material concluding the eligibility of the candidate VILLA presented in the first instruction. There are no restrictions on how many times a VILLA can submit an application file. If necessary, the candidate VILLA is requested to provide the additional elements essential for the committee to re-examine the application file.



COMMITMENT TO BEAR THE COSTS OF THE VISIT

VILLA
Represented by
Company name
Address
Postal code
City
Country
E-mail

- Commits to bear the costs of the evaluation visit (a minimum of 48 hours) by two auditors selected in accordance with [regulation ISOPalace](#) and allows them to join and leave the VILLA from Monaco.

Date:

Signature:

Company stamp:

This certificate must be signed and sent to candidacy@preexcellence.com



THE ASSESSMENT CRITERIA

The examination will be based on the assessment criteria listed under this section. The indicators for each criterion are not standard facts but set examples to guideline the assessment. The candidate VILLAs are advised to include these elements in the record attached to their application file in order for the awarding committee to examine their full potential. Each criterion is examined separately and is not considered exclusive of other criterion.

The committee's examination will take into consideration the following:

I. The character and uniqueness of the VILLA

The VILLA's prestigious character and distinguished nature is related to it being visited by famous and international celebrities and influencers in different fields. It is essential to highlight the elements that make the VILLA unique and stand out. When evaluating this quality, one indicator is the sign of appreciation of its uniqueness internationally, and this is shown when the VILLA is being referenced in international press all over the world.

II. The distinguishing design of the VILLA

This assessment criterion is based on the outstanding design that distinguishes the VILLA. The superior quality of design can be shown in the VILLA's general structure, Guest House, VIP house, Pool Area, bathrooms, Garden, Kitchen, Fitness area...

III. The aesthetics and outstanding quality of the material

The aesthetics and outstanding quality of the material are important elements that will be taken into consideration and carefully analyzed when valuing the high quality and excellence of the area. These are assessed by taking into account the elements of comfort and the elements that create a welcoming venue. These elements include:

- *presenting a voluminous and sophisticated space*
- *co-operation with renowned interior designers*
- *exclusive art and flower decoration*
- *use of noble material*
- *prestige*
- *flower decoration*
- *quality, origin and fabric of the bedroom and bathroom linen and hospitality products provided*

IV. Tailored service

It is important to be able to adapt services according to Guests' needs and expectations and therefore personalize the services provided for all Guests. Tailored service is assured when the VILLA meets specific requirements making sure it is maintained, operated and administered to highest standard.

V. Service consistency

A consistent level of quality is achieved when the service attributes expected by the Guests are delivered. The excellent qualification of staff works as an indicator to evaluate the service consistency. This is assessed through a



Guest service that is available round the clock, including the reception, housekeeping and room service.

VI. The speed of service

The speed of service is based on time and how fast a service can be provided for the Guest. This is assessed by the length of time taken for Guests to receive their service.

VII. The quality of the restaurant and bar

Important qualities needed to create a remarkable VILLA include the features provided from the cuisine . These high quality features include a gourmet cuisine with high quality cooking, using top ingredients and serving dishes that are carefully prepared to a high standard, together with an excellent wine list and a signature bar and cocktail menu. These features build a basis for the quality assessment of the VILLA's cuisine

VIII. The teams' motivation for excellence

The teams' motivation to achieve excellence includes identifying the actions set up by the management in order to guarantee distinction in the service provided by its staff. The ability to effectively manage the training budget that includes the courses and material needed to train employees to strive for excellence is an indicator enabling the evaluation of this criterion. Another indicator is implementing incentive plans for the employees which will encourage loyalty and enhance the motivation for excellence.

IX. Actions regarding sustainable development

The implemented actions in sustainable development are examined in relation to the quality and achievement in social and environmental elements.

- *The indicators to evaluate the environmental achievements include the Ecolabels obtained and the steps taken in order to enhance environmental performance. This enhancement will be achieved by implementing an improvement strategy for the use of renewable energy, improved energy and water efficiency and increased reuse and recycling.*
- *The social responsibility indicators consist of actions beneficial for society, which include improving labor policies, participating in fair trade and implementing social and ethical policies.*

X. The economic indicators

The economic indicators will be examined and will constitute elements of analysis in the assessment of a VILLA's ability to claim the « distinction ISOPalace ».

The measures are related to the commercial performance of the VILLA in comparison with the competition.



Chapter 1 : The equipment

Generality		
1	The exteriors are clean and in good condition	
2	The exteriors are sufficiently enlightened	
3	All furniture has to be clean and in new condition	
4	High-standard floral presentation	
Bar area		
5	The surface consisting of the bar; must be clean and in good condition	No dirt on the walls, no peeling paint or traces of mold, no broken furniture.
Beach club		
6	Beach club decor, setting, condition and cleanliness	in perfect condition
7	Toilet condition & cleanliness	in perfect condition
Lounge		
26	Lounge decor, setting, condition and cleanliness	In perfect condition
27	Toilet condition and cleanliness	In perfect condition
28	Existing air conditioning in the lounge	
29	Existing functional heating system in the lounge	
Game Area, Library, Cellar & Home cinema		
30	Dining room decor, setting, condition and cleanliness	In perfect condition
31	Toilet condition and cleanliness	In perfect condition
32	Existing functional air conditioning	
33	Existing functional heating system	
Dining room		
34	Dining room decor, setting, condition and cleanliness	In perfect condition
35	Toilet condition and cleanliness	In perfect condition
36	Existing functional air conditioning in the dining room	
37	Existing functional heating system in the dining room	
Rooms, bathrooms, toilets and showers		
38	The rooms are clean and in good condition	No dirt on the walls, no peeling paint or traces of mold, no stained carpet, no broken furniture.
Furniture and equipment in the room		
39	Welcome Book	Include: Layout/map of villa Useful telephone number of staff and guest area Wifi login access A/V manual Phone manual (calling from the VILLA) Room safe box operation Dining and entertainment inhouse List dining location area Themed party night (birthday etc) Culinary option Dietary option Spa opening hours and options Hair dressing option Exercise and fitness Laundry Safety information Medical info List of sport and recreative equipment at disposal
40	A welcome set including a guide of the surrounding and a collection of VILLA's branded stationery	The guide has to include the tourist spot to visit in the surrounding. The branded stationery must include: a branded envelope, a branded postal card, a branded letterhead and a branded invitation form.
41	Wardrobe or equivalent system equipped with a minimum of 6 hangers	
42	Telephone	
43	Seats	A minimum of 2 seats in a room.
44	Armchair or bench	
45	Table or desk	



46	Mirror	Must be located in the bedroom area. This criterion is validated if there is a full-length mirror.
47	Full-length mirror	
48	Bedside shelf	Minimum 1 per person.
49	Foldable or fixed luggage rack	
50	Layered shelf for the laundry	
51	Wastepaper bin in the room	In addition to the bathroom bin.
52	All furniture and equipment are clean and in good condition	No broken, dirty or displaced furniture.
Bathroom equipment		
53	Welcome products provided	At least 1 soap or shower gel + 1 shampoo, a sunscreen. In 100% of the rooms.
54	A hygiene kit provided on demand per each possible occupant of the room	The hygiene kit consists of at least 1 tooth brush, a comb, a disposable razor, a shaving product and a female sanitary product.
55	Hair dryer	
56	Bathroom telephone (Wireless)	
57	Main lighting with a light above the sink	
58	1 shaver socket near the sink	Or general socket near the sink validates this criterion.
59	A trash bin provided near the sink	A built-in trash can validates this criterion.
60	A hook provided	
61	All bathroom equipment is clean and in good condition	No broken, dirty or displaced furniture.
Bedding		
62	Minimum dimension of a single bed: 1.20 x 2.00. Minimum dimension of a double bed: 1.60 x 2.00. Minimum size of twin beds: 2 x 0.90 x 2.00.	The dimensions correspond to the size of the mattresses.
63	Extra pillow	Available in all rooms.
64	Extra blanket	Available in all rooms. A quilt provided validates this criterion.
65	Existing mattress protection (mattress pad or cover protection)	Plastic covers are not accepted.
66	The bed linen is clean and in good condition	No discoloration, no stains or holes.
67	Bedding is clean and in good condition	Set consisting of a mattress and a bedspring. No discoloration, no stains or holes.
68	Baby crib on demand, clean and in good condition	
Bathroom linen		
69	Sufficient quantity of towels provided	At least 1 big towel + 1 small towel + 1 bath mat.
70	Sufficient quantity of bathrobes provided	The sufficient quantity corresponds to the room's reception capacity.
71	Possibility to obtain supplementary bathroom linen	
Guest safety equipment		
72	A functional safe in the room	
Guest comfort equipment		
73	A wake-up device or service	Either a device or service provided.
74	Porthole blackout cover (curtains, double curtains, shutters etc.) in each room	Must cover the whole porthole area.
75	Existing functional air conditioning	
76	Existing functional heating system	
77	Acoustic comfort : the room is quiet	No repetitive noises coming from common areas or neighbor bedrooms.
Supplementary equipment		
78	A service guide presenting all the services provided	The guide can be in digital or paper form.
79	The whole VILLA staff presented individually in the guide	
80	A functional and clean kettle provided with a courtesy tray	
81	Correspondence kit	Stationery and writing material provided.
82	Shoe kit	Shoe polish kit : sponge + black shoe polish
83	Sewing kit	Sewing kit : Threads + needles
84	A computer in the room provided on demand	
85	A fax or printer in the room provided on demand	
86	Smartphone chargers and USB keys provided on demand	
87	A beach bag provided on demand	Sandals, beach towel, sunscreen, sunglasses and cap.
88	An individual ironing gear provided on demand	Ironing board + iron compulsory
Specific equipment		
Specific premises and equipment		
89	Baby equipment provided (including a high chair, the material to heat food, a changing mat) on demand; all must be clean and in good condition	Bottle warmer in the room on demand.



Additional services		
90	Newspapers in digital or paper form offered in the common areas	At least 4 different editions of which one is in the main language of the guest
Fitness and relaxation equipment		
91	Existing exterior or interior pool, clean and in good condition	
92	Existing spa, clean and in good condition	Spa has to include at least 2 elements of the following ones: hot tub, hammam, sauna, and a beauty treatment or massage service in an individual room.
93	Providing an equipped fitness area, clean and in good condition	Equipped with at least 5 devices.
Other equipment		
Telecommunication		
94	Internet access through a local wireless network (WiFi) in the common areas	The connection must at least allow the possibility to consult e-mails on low speed.
Telephone operations and communication		
95	Internet access through a local wireless network (WiFi) in all rooms	The connection must at least allow the possibility to consult e-mails on low speed. In case of a justified technical problem in installation of the local wireless network, a wired connection or other system enabling Internet connection becomes compulsory.
96	Telephone in the room in order to access the services of the villa	
Rooms' electrical equipment		
97	Headboard lighting with independent switch	
98	Functional lighting on the desk or table	
99	Power socket free to use in the room	2 free-to-use sockets required. Multi-socket or portable bases do not validate this criterion.
100	Power socket free to use, located near the bed, table or desk	Multi-socket or portable bases do not validate this criterion. The socket is different from the one(s) used to validate the previous criterion.
101	Central light switch near the bed	
102	All lights work and are in good condition	
Electrical gear of common premises		
103	Functional lighting in the corridors, hallways and common areas	



Chapter 2: Guest service		
Reception and greeting		
Minimum presence for service		
104	Service open 24 hours a day, 7 days per week	
Reception skills and services		
105	The guest is accompanied in his / her accommodation	
106	the guests are offered help to unpack their suitcases / Dressing	
107	Existing concierge service	In order to respond to each demand during stay concerning reservations, transport, advice, purchases etc.
108	Baggage handling	
109	Information on the local tourist offer is accessible and available	Tourist brochures, city map, local information.
110	The staff is able to inform the client about the tourist offers in the surroundings	
111	Staff practicing three foreign languages including English	The staff in direct contact with Guests consisting of the butler(ess) and Head/Housekeeper,
112	Laundry service offered	On-site or outsourced.
113	A first aid-kit provided	Includes sterile compresses, plasters, hypoallergenic plasters, stretch bands and scissors.
114	Electric adapters available on demand	
Rooms		
115	Shoe care service on demand	Shoe maintenance: Cleaning, waxing.
116	Turndown service	Preparing the room for the night.
Kitchen service, breakfast, drinks		
117	Room service Day and Night	
118	Upon request, all cuisine and drink are served in rooms	In rooms Hot dishes are served hot, Cold dishes are served cold. Very fresh, beautiful colour, with good scent, well seasoned and tastefully presented. Delivered in <10 Min, if it takes more time the guest is warned.
Breakfast service		
119	Buffet or à la carte breakfast, offering all of the required product ranges	Details of the ranges required : Compulsory hot drinks (coffee, hot chocolate, tea), juice, fresh fruits, delicatessen, hot meal, milk products, cereal, cheese, jam and butter, pastries, bread, dried fruit or marmalade, low-fat products.
120	Regular use of at least two products from regional production, fair trade or organic farming	
Restaurant service		
The call service		
121	The butler arrives within a reasonable waiting time after pressing the call button or asking service	
The setting		
122	The table presented is well placed	
123	The distribution of menus (clean and stainless) is pleasant	not compulsory if it is a buffet
The Service		
124	The used ashtrays are correctly withdrawn and replaced	
125	uniforms are clean	
126	The service provided by the butler is continuous	
127	The butler hands and nails are tidy and have no showy objects on them	
128	The butler is familiar with all the dishes	
129	The butler offer suggestions	
130	The drinks are served promptly	
131	The time between placing an order and receiving the order was reasonable	
132	The butler knew which dish to serve to each of the guests	
133	The butler returns to the table to provide additional service after the main course is coming	



134	It is not necessary to call the butler during the meal	
The cleanliness		
135	The table is clean, had no crumbs or stains, and is in perfect condition	
136	The chairs are clean and in perfect condition	
137	The utensils are clean and have no water stains	
138	The glasses are clean and have no water stains	
139	The napkins are clean and perfectly folded	
140	All the lights and candles are lit	
The atmosphere		
141	The music is enjoyable and the volume is correct	
142	No disturbing noises are coming from the hall	
143	The staff make sure not to drop any objects and not to make any unnecessary noises	
144	The flowers are well maintained and presented	
Cuisine Quality		
145	Served dishes correspond expectation and their description on the menu.	Hot dishes are served hot, Cold dishes are served cold. Ultra fresh, beautiful colour, with good scent, well seasoned and tastefully presented.
146	The experience need to be more pleasant than expected	
Drink service		
147	A bar provided with drink service and at least 2 cocktail signatures	
Additional services		
154	Hairdresser	
155	Beauty care	
156	Childcare services	
157	Possibility for a personal trainer in the fitness room	
158	Relaxing massages offered	
DEPARTURE		
159	the guests are offered help to pack their suitcases	
160	A complementary gift bag including a chef's specialty is personally offered to the clients and guests at their departure	Can be homemade liqueur, wine, cake or house jars
Chapter 3: Accessibility and sustainable development		
Accessibility for people with disabilities and / or reduced activity		
161	Raising staff awareness in welcoming Guests with disabilities	
162	Wheelchair provided	On demand.
Environment and sustainable development		
163	Raising employee awareness of economical waste management	
164	Raising employee awareness of efficient energy management	
165	Raising employee awareness of efficient water management	