

2026 Standards Evaluation Checklist - Crowne Plaza																				
Category	Path	Type	Parent ID	Standard ID	English	Chinese	Mainland China	Hong Kong	Macau	Taiwan	Compliance Date	Category Heading	GC Function	GC Contact	Criticality					
Brand Safety Standard	Responsible Business -> Brand Safety -> Fire Safety -> Egress	Standard	1156100	1156100	Egress routes throughout the building must lead to a Final Exit and Place of Safety at the exterior of the building in case of fire or emergency.	在火灾或紧急情况下，建筑物内所有疏散路径必须通向最终疏散出口及建筑外部的安全区域。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Fire Safety -> Egress	Specification	1156100	1156107	Exit Stairs and Fire rated corridors leading to a Final Exit must be kept clear. Storage is not permitted.	通往最终疏散出口的疏散楼梯及防火走道必须保持畅通，严禁存放物品。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Fire Safety -> Fire Spread -> Suppression	Standard	1156380	1156380	Commercial Cooking Ranges in kitchens must have measures to address the risk of kitchen fires spreading rapidly and impeding or obstructing egress routes for building occupants.	商用集成灶须采取以下措施以降低厨房火势迅速蔓延并阻碍或阻塞楼内人员逃生通道的风险。	x	x	x	x		Food & Beverage	Risk	Catherine Jin	Critical					
Brand Safety Standard	Responsible Business -> Brand Safety -> Fire Safety -> Fire Spread -> Compartmentation	Standard	1156462	1156462	Openings in fire rated construction throughout the building must manage the risk of fire and smoke spread to protect Egress routes in case of fire.	建筑物内防火结构的开口部位需采取措施以在火灾情况下控制火势及烟气蔓延风险，确保疏散路径安全。	x	x	x	x		Back Office	Risk	Catherine Jin	Critical					
Brand Safety Standard	Responsible Business -> Brand Safety -> Fire Safety -> Fire Spread -> Compartmentation	Specification	1156462	1156473	All Fire Rated Doors except for Shaft or connecting Guest Room doors must be equipped with Automatic Door Closers to ensure self-closing and latching.	除竖井门或连通客房门外，所有防火门必须配备自动闭门器，以确保自动关闭和上锁。	x	x	x	x		Back Office	Risk	Catherine Jin	Critical					
Brand Safety Standard	Responsible Business -> Brand Safety -> Fire Safety -> Fire Safety Management	Standard	1156788	1156788	Fire Safety Equipment throughout the building must be kept in serviceable order at all times for use in an emergency.	整栋大楼的消防安全设备必须始终处于可用状态，以便在紧急情况下使用。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Health and Safety (including Guest Safety) -> Fall From Height Risk	Standard	1156830	1156830	Balconies, balustrades or similar, must have measures for managing the risk of falling, particularly considering children or Vulnerable Individuals.	阳台、栏杆或类似设施必须有控制坠落风险的措施，特别是考虑到儿童或易受伤害的人员。	x	x	x	x		Guestrooms	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Health and Safety (including Guest Safety) -> Fall From Height Risk	Specification	1156830	1156834	Doors that open onto a balcony area must have a secondary device fitted to limit the initial opening of the balcony door.	通向露台区域的大门必须安装辅助设备，以限制露台大门的初始开度。	x	x	x	x		Guestrooms	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Health and Safety (including Guest Safety)	Standard	1156892	1156892	The property must ensure a Water Quality Assessment is conducted by a Qualified Person to identify and manage the risk of serious illness associated with the storage and use of water.	酒店须确保由合格人员进行水质评估，以识别和管理与水的储存和使用相关的严重疾病风险。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Food Safety -> Food Hygiene	Standard	1156900	1156900	The hotel's Food Safety Management System must be evaluated by a Qualified Person on a recurring basis, providing independent confirmation that the system is effective.	酒店的食物安全管理体系必须由合格人员定期评估，并确认其系统的有效性。	x	x	x	x		Food & Beverage	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Security -> Access and Key Control	Standard	1156917	1156917	Hotel access controls must manage the potential of unauthorised individuals from gaining access to guest room corridors, and Back of House Areas, from Public Areas, including car parks and basement areas, and subsequently perpetrating assault, theft or arson.	酒店进出控制系统必须控制未经授权的个人从公共区域（包括停车场和地下室）进入客房走廊和后场区域，并随后实施袭击、盗窃或纵火的可能性。	x	x	x	x		Parking area	Risk	Catherine Jin	Auto Fail					

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Brand Safety Standard	Responsible Business -> Brand Safety -> Security -> Access and Key Control	Specification	1156917	1156918	Access control is required at all doors and lifts used by guests from public access areas, including car parks and basements, into interior guest room corridors.	所有客人使用的从包括停车场和地下室的公共区域进入酒店内部客房走廊的门和电梯都需要进行进出控制。	x	x	x	x		Parking area	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Security -> Access and Key Control	Standard	1156953	1156953	Replacement Guest Room keys must only be issued to registered guests following positive identification to manage the risk of unauthorised individuals gaining access to, and perpetrating assault or theft within, the Guest Room.	替换的钥匙必须只能发给登记客房的客人，以管理未经授权的个人进入客房并在客房内进行攻击或盗窃的风险。	x	x	x	x		Front Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Crisis and Incident	Standard	1156973	1156973	An Emergency Evacuation Plan is required to ensure the hotel can promptly respond and mitigate the risk of injury in case of fire or other emergency.	需要制定紧急疏散计划，以确保酒店在发生火灾或其他紧急情况时能够迅速作出反应并降低受伤的风险。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Crisis and Incident	Specification	1156973	1156976	Evacuation Drills must be held at least once every six months and include colleagues who work at night.	至少每6个月应进行一次疏散演习，并确保夜班的员工参与其中。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Crisis and Incident	Standard	1156983	1156983	A Crisis Management Plan must be prepared and practiced, enabling the hotel to effectively respond to forecasted crisis types should these events occur.	应准备和演练酒店危机管理计划，使酒店能够有效地应对预设的危机事件。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Crisis and Incident	Standard	1156999	1156999	First aid resources must be provided to be used, if appropriate, in supporting initial response to injury, pending arrival of emergency services, providing opportunity to lessen or stabilise the consequences for the affected person(s).	必须提供急救资源，以便在急救服务部门到达之前，酌情利用这些资源初步处理伤情，从而减轻或稳定受影响人员的伤势。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Crisis and Incident	Specification	1156999	1157000	At least one colleague trained in first aid must always be on duty in the hotel.	酒店内至少应有一名接受过急救培训的工作人员随时在岗。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Leisure and Fitness Centre Safety -> Leisure Facilities Safety	Standard	1157011	1157011	Access to all Leisure Facilities must be controlled to restrict Inadvertent / Unauthorised Access during hours of operation, outside of operational hours, and during periods of Extended Closure to manage the associated risk of injury or assault.	必须控制所有休闲设施的使用，以限制在运营时间、运营时间以外以及延长关闭期间的无意/意外/未经授权的使用，以降低相关的受伤或攻击风险。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Leisure and Fitness Centre Safety -> Leisure Facilities Safety	Specification	1157011	1157013	Access control is required at all doors or lifts used to access un-supervised Swimming Pools, Hot Tubs and Water Spas.	进入无人监督的游泳池、热浴盆和水疗中心的所有门或电梯都需要设置进出控制。	x	x	x	x		Back Office	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Leisure and Fitness Centre Safety -> Leisure Facilities Safety	Standard	1157029	1157029	Emergency rescue equipment appropriate to the nature of the Swimming Pool must be provided to support prompt rescue of users in difficulty, limiting associated consequences.	必须提供与泳池性质相符的应急救援设备，以便及时救援陷入险境的使用者，避免产生相关后果。	x	x	x	x		Pool (Outdoor & Indoor)	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Leisure and Fitness Centre Safety -> Leisure Facilities Safety	Specification	1157029	1157030	Equipment must be clearly visible and easily accessible.	应急救援设备必须显眼醒目，便于取用。	x	x	x	x		Pool (Outdoor & Indoor)	Risk	Catherine Jin	Auto Fail					
Brand Safety Standard	Responsible Business -> Brand Safety -> Leisure and Fitness Centre Safety -> Leisure Facilities Safety	Standard	1157058	1157058	Swimming Pool design must address the risk of drowning and facilitate the identification of users who may be in distress and require rescue.	泳池的设计必须考虑溺水风险，还必须便于发现可能遇险和需要救援的使用者。	x	x	x	x		Pool (Outdoor & Indoor)	Risk	Catherine Jin	Auto Fail					

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Brand Safety Standard	Responsible Business -> Brand Safety -> Leisure and Fitness Centre Safety -> Leisure Facilities Safety	Specification	1157058	1157059	All areas of the bottom of the pool must be clearly seen.	泳池底部的任何位置都必须清晰可见。	x	x	x	x		Pool (Outdoor & Indoor)	Risk	Catherine Jin	Auto Fail
Brand Standard	Responsible Business -> Commercial -> Digital Channels	Standard	37	37	All negative guest reviews (one and two stars) posted on IHG's branded websites must be responded to within 72 hours.	必须在 72 个小时内对发布在洲际酒店集团品牌网站上的负面宾客评论（一颗和两颗星）作出回复。	x	x	x	x		Guest Services	Guest Experience	Nina Wang	Important
Brand Standard	Responsible Business -> Commercial -> Digital Channels	Standard	41	41	At least 50% of neutral and positive guest reviews (three to five stars) posted on IHG's branded websites must be responded to within 72 hours.	必须在 72 个小时内对发布在洲际酒店集团品牌网站上至少50%的中立或正面宾客评论（三颗至五颗星）作出回复。	x	x	x	x		Guest Services	Guest Experience	Nina Wang	Important
Brand Standard	My Room -> Guest Supplies	Standard	355	355	An electric hairdryer must be provided.	必须配备一个电吹风。	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	355	24476	For new opening or upon replacement, except high speed hair dryer, minimum 1600 watts(the Mainland, Hong Kong & Macao) & Minimum 1400 watts(Taiwan)	对于新开业酒店或产品更换时，除了高速吹风机，功率至少为1600瓦(内地、香港及澳门)及最少1400瓦(台湾)	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	355	48085	Minimum of two speeds	至少两种风速	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	355	65236	Must power off automatically when it is overheated.	必须能在过热时自动断电	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	355	1129825	Products must conform to health, safety and fire standards of the particular country/area of installation, prevailing local codes or minimally to China Compulsory Certification 'CCC'(the Mainland), Conformite European 'CE' (Hong Kong/Macao), or BSMI Certification (Taiwan) standards.	产品必须符合具体安装国家/地区的健康、安全和防火标准、主要的方法法规或至少必须符合3C认证（大陆地区），港澳特区符合欧盟CE认证，台湾地区符合BSMI认证。	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Standard	381	381	Brand approved environmentally friendly guestroom dry amenities must be provided:	必须提供品牌认可的环保材质客用品:	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	27892	Individually packaged mini 5g toothpaste	独立包装至少5克重的牙膏	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	27896	One Shower Cap	一个浴帽	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	61384	One shaving kit	一个剃须套装	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	61385	Individually packaged toothbrush	独立包装的牙刷	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	61389	One female sanitary bag	一个女士卫生袋	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	65199	One comb	一把梳子	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	65203	Sewing Kit must be provided upon request.	必须应客人要求提供针线包。	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	1131149	One Vanity Kit (two cotton pads, three cotton buds, one hair ring)	一个护理套装（两片化妆棉、三根棉签、一个发圈）	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	1152484	One mouthwash must be provided in executive rooms and above.	行政客房及以上房型必须提供漱口水	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	1152485	Bath loofah must be provided upon request.	必须应客人要求提供丝瓜络浴擦	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	381	1154233	Approved Vendors: Ming Fai Industrial (Shen Zhen) Co. Ltd.; Beijing Jinhood Hotel Supplies Co., Ltd.; Suya Industrial (Zhejiang) Co., Ltd.; Shanghai Zhouhui Hotel Supply Chain Co., Ltd.	认可供应商: 明辉实业（深圳）有限公司, 北京锦豪洁时酒店用品有限公司, 浙江素雅实业有限公司, 上海洲晖供应链管理有限公司	x					Guestrooms	Procurement	Jing Yang	Important
Brand Standard	Food & Beverage -> Dining -> Furniture, Finishes, Fixtures & Equipment	Standard	498	498	High chairs must be available and be clean and well maintained.	必须提供儿童餐椅，并保持干净、维护良好。	x	x	x	x		Food Outlet	RB&E	Jason Ong	Important
Brand Standard	Food & Beverage -> General	Standard	522	522	Children's activity materials must be available.	必须为儿童提供娱乐玩具。	x	x	x	x		Food Outlet	RB&E	Jason Ong	Important

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Brand Standard	My Room -> Building Services	Standard	964	964	Electrical sockets available for guest use must be provided in easily accessible locations.	提供给客人使用的电插座必须布置在方便使用的位置。	x	x	x	x		Guestrooms	D&E	Nancy Shen	Important
Brand Standard	My Room -> Building Services	Specification	964	265063	Minimum two USB charging points at bedside tables, either together or separate	在床头柜上方提供至少两个并排或独立的USB充电接口。	x	x	x	x		Guestrooms	D&E	Nancy Shen	Important
Brand Standard	My Room -> Bathroom	Standard	982	982	The bathroom must meet the following:	浴室必须满足以下要求:	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	982	1125060	Vanity with washbasin with a faucet flow rate below 6 litres per minute.	带洗脸盆的台盆柜, 且水龙头流量低于6升/分钟。	x	x	x	x		Guestrooms	CASR	Juliette Chen	Critical
Brand Standard	My Room -> Bathroom -> Fixtures and Fittings	Standard	2592	2592	A shower head must be provided.	必须提供一个淋浴花洒。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom -> Fixtures and Fittings	Specification	2592	1123230	Shower head with a maximum flow rate of 9 litres per minute.	淋浴最大流量为9升/分钟。	x	x	x	x		Guestrooms	CASR	Juliette Chen	Critical
Brand Standard	Responsible Business -> Information Management and Security	Standard	5464	5464	The risk to the confidentiality, integrity, and availability of Personal Data and IHG data must be mitigated through the adoption of an Information Security programme.	必须通过执行信息安全计划降低个人资料及洲际酒店集团资料的保密性、完整性和可用性风险。	x	x	x	x		Guest Services	P&T	Allen Wang	Critical
Brand Standard	Responsible Business -> Information Management and Security	Standard	5481	5481	Hotels must have an internal policy or procedure which specifies that Personal Data must not be provided to any third party who is not authorised to receive or access it.	酒店必须制定内部政策或程序, 规定个人资料不得向未经授权接收或访问个人资料的任何第三方提供。	x	x	x	x		Guest Services	Privacy	Yijia Tu	Important
Brand Standard	My Room -> Guest Supplies	Standard	9090	9090	The kettle must meet the following:	水壶必须满足下列要求:	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9095	Minimum volume of 0.8L	最小容积0.8升	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9103	Handle fully insulated from heat	手柄必须完全隔热	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9105	Cordless with hard-wired base plate: 360 degrees rotational base preferred for left/right-handed use	无线, 带硬接线底座: 底座可360度旋转, 可供左右手使用。	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9108	On/Off power indicator	开/关电源指示器	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9110	Flat base plate to prevent water collection	平底板, 防止积水。	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9111	Automatic switch off when water reaches boiling point, when element overheats (boil dry safety protection) or when lid is open	水到达沸点后, 元件过热 (防干烧安全保护) 或盖子打开时, 水壶自动断电。	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9112	Stainless-steel anti-scale concealed heating element	不锈钢防垢隐蔽式加热元件	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9114	Double insulated from heat body design (inner is stainless steel grade 304 and or above and outer is stainless steel or high impact plastic)	防烫双层壶身设计, 内胆: 食品级304不锈钢材质及以上, 外层: 材质为不锈钢或塑料。	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	9116	Products must conform to health, safety and fire standards of the particular country/area of installation, prevailing local codes or minimally to China Compulsory Certification 'CCC'(the Mainland), Conformance European 'CE' (Hong Kong/Macao), or BSMI Certification (Taiwan) standards.	产品必须符合具体安装国家/地区的健康、安全和防火标准、主要的地方法规或至少必须符合3C认证 (大陆地区), 港澳特区符合欧盟CE认证, 台湾地区符合BSMI认证。	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Guest Supplies	Specification	9090	1107049	Water level indicator	水位提示线	x	x	x	x		Guestrooms	Ops	Jessie Cui	Important
Brand Standard	My Room -> Bedding	Standard	9266	9266	The duvet filling must meet the following:	羽绒被填充物必须符合以下要求:	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	9266	9270	Adjust total filling weight depending on geographic location and climate.	根据地理位置和气候调整总填充重量。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	9266	9271	Process to meet the hypo-allergenic standard as per the German Institute for Standardization DIN EN 12934, Chinese Standard GB17685-2016 or other latest approved standard available	加工符合德国标准化协会DIN EN 12934、中国国家标准GB17685-2016或最新获批的标准。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important

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Brand Standard	My Room -> Bedding	Specification	9266	81400	Minimum 50% Goose Down, 50% Goose Feather	至少50%鹅绒, 50%鹅毛	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	9266	98058	Moderate seasonal climate: 200g/m²	温带季节性气候: 200克/平方米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	9266	1093110	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司, 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important
Brand Standard	Departure -> General	Standard	9322	9322	The Check out process must include the following:	退房流程必须包括:	x	x	x	x		Front Desk	Ops	Jessie Cui	Important
Brand Standard	Departure -> General	Specification	9322	9324	Colleagues must ask the guest about their stay	员工必须询问客人入住体验	x	x	x	x		Front Desk	Ops	Jessie Cui	Important
Brand Standard	Departure -> General	Specification	9322	9326	On completion of the Check out process, colleagues must ask the guest if they require any further help or information	办完退房手续后, 员工必须询问客人是否需要其他帮助或信息	x	x	x	x		Front Desk	Ops	Jessie Cui	Important
Brand Standard	My Room -> Bedding	Standard	10073	10073	One duvet cover must be provided per duvet with the following:	每床被子必须有一个被套, 并符合以下要求:	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	10077	The bottom of the cover must be open for inserting the duvet with a top and bottom 5cm flange hiding the insert opening	被套底部应敞开, 以便于镶边, 上下5厘米的边缘将镶边开口遮住。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	61539	Yarn 60sx40s, 300 thread count(173 x 120)	纱线: 60sx40s, 密度300TC (173 x 120)	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	61540	Plain white	纯白	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	61543	100% cotton	100%棉	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	61547	No pattern is permitted	不允许印花	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	98062	Sateen	缎纹	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	793055	Duvet cover width=duvet width +3cm; Duvet cover length=duvet length=5cm.	被套宽度 = 被芯尺寸宽度+3cm; 被套长度=被芯尺寸长度+5cm	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	793058	Environmental protection: OEKOTEX Standard 100	环保认证: OEKOTEX Standard 100	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	793059	Processing requirement: Whole processing	全加工工艺	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	10073	815051	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司, 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important
Brand Standard	Human Resources -> Additional Mandatory Roles	Standard	17044	17044	A designated Crowne Plaza Meetings Director must be in place.	必须配备一名专职的皇冠假日酒店会务总监。	x	x	x	x		Meeting Room	Brand	Stephanie Lou	Critical
Brand Standard	Human Resources -> Additional Mandatory Roles	Specification	17044	44647	Crowne Plaza Meetings Directors must complete the required training within three months of hire.	皇冠假日酒店会务总监必须在入职后三个月内完成所需的培训。	x	x	x	x		Meeting Room	Brand	Stephanie Lou	Critical
Brand Standard	Arrival -> Service expectations	Standard	17726	17726	Luggage services must be available 24 hours a day.	必须提供全天24小时行李服务。	x	x	x	x		Lobby	Ops	Jessie Cui	Important
Brand Standard	Food & Beverage -> General	Standard	18005	18005	Breakfast, lunch and dinner must be available in a full-service restaurant seven days a week and must include:	全面服务餐厅必须每周七天提供早餐、午餐和晚餐。	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Critical
Brand Standard	Food & Beverage -> General	Specification	18005	100322	Child's portions or a separate children's menu must be provided.	必须提供儿童餐食或一份单独的儿童菜单。	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Critical
Brand Standard	My Room -> Bedding	Standard	24468	24468	A pillow case is required for each pillow and meeting the following:	每个枕头必须配备满足以下要求的枕套:	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	24472	15 cm internal fold and for 3cm flange	向内折叠15厘米, 3厘米边缘。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	61947	100% cotton	100%棉	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	81397	Plain and single white colour	纯单一白色	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	81398	Pattern is not permitted	不允许印花	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	792085	Sateen	缎纹	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	792088	Environmental protection: OEKOTEX Standard 100	环保认证: OEKOTEX Standard 100	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	792089	Processing requirement: Whole processing	全加工工艺	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	792092	Yarn 60sx 40s, 300 thread count(173x120)	纱线: 60sx 40s, 300TC (173 x 120)	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Bedding	Specification	24468	815049	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司, 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important

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Category	Path	Type	Parent ID	Standard ID	English	Chinese	Mainland China	Hong Kong	Macau	Taiwan	Compliance Date	Category Heading	GC Function	GC Contact	Criticality	
Brand Standard	My Room -> Bedding	Specification	24468	1165062	Pillow case after washing inner diameter: 50cm x 66cm; 50cm x 80cm; 50cm x 90cm.	洗后枕套内径尺寸: 50cm x 66cm; 50cm x 80cm; 50cm x 90cm.	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Standard	24479	24479	One fitted or flat sheet is required per bed and meeting the following:	每张床必须提供一张满足以下要求的床单。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	24479	95159	100% cotton	100%棉	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	24479	793065	60s x 40s / 300TC(173 X 120)	纱线: 60s x 40s, 密度300TC(173 X 120)	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	24479	793067	Sateen	缎纹	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	24479	793068	After-wash bed sheet size (cm): Width=mattress width +2 *mattress height+2*15; Length=mattress width+2*mattress height +2*15.	床单洗后尺寸 (厘米) : 宽度=床垫宽度+2 * 床垫高度+2*15; 长度=床垫长度+2 * 床垫高度+2*15.	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	24479	793070	Environmental protection: OEKOTEX Standard 100	环保认证: OEKOTEX Standard 100	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	24479	815050	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司 , 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	24479	1130252	Top and bottom 2cm flange, sides 1cm flange (All are after washed size)	底部和顶部卷边2厘米, 两边卷边1厘米 (所有产品均为洗后尺寸) 。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	Check in -> Front Desk -> Collateral / Stationery	Standard	43239	43239	Keycards are required.	酒店必须使用钥匙卡	x	x	x	x		Front Desk	Procurement	Jing Yang	Important	
Brand Standard	Check in -> Front Desk -> Collateral / Stationery	Specification	43239	1128948	Guests must receive the brand approved environmental friendly keycard.	客人必须获得品牌认可的环保材质钥匙卡	x	x	x	x		Front Desk	Procurement	Jing Yang	Important	
Brand Standard	Loyalty Programmes	Standard	45828	45828	The following brand approved signage must be displayed visibly at the front desk at all times:	必须始终在前台醒目位置摆放下列品牌标识。	x	x	x	x		Front Desk	Loyalty	Frank Feng	Critical	
Brand Standard	Loyalty Programmes	Specification	45828	1151109	IHG One Rewards	洲际悦悦会	x	x	x	x		Front Desk	Loyalty	Frank Feng	Critical	
Brand Standard	Guest Services -> Collateral / Stationery	Standard	61399	61399	All hotel collateral must be in compliance with Crowne Plaza Collateral Guideline.	所有酒店印刷品均必须遵循皇冠假日酒店及度假村印刷品制作指南。	x	x	x	x	01 DEC 2026	Guest Services	Brand	Stephanie Lou	Critical	
Brand Standard	Guest Services -> Collateral / Stationery	Specification	61399	1110076	All new opening hotels must use approved sales collateral vendor for the sales collateral design work. Approved vendor: Beijing Tianzhao Culture Communication Co., Ltd., Shanghai Apex Advertising Co., Ltd., Guangzhou hehemu Culture Development Co., Ltd.	所有新开业酒店必须使用品牌认可的销售宣传印刷品供应商。认可供应商: 北京天卓文化传播有限公司, 上海天岳广告有限公司, 广州禾禾木文化发展有限公司。	x	x	x	x		Guest Services	Brand	Stephanie Lou	Critical	
Brand Standard	My Room -> Bedding	Standard	61516	61516	Brand-approved pillows must be provided.	必须配备品牌认可的枕头。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	61516	95165	Pillow Filling: 30oz (850g), 50% Goose Down, 50% Goose Feather	枕芯: 30盎司 (850克) , 50%鹅绒, 50%鹅毛	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	61516	95166	Processed to meet the hypo-allergenic standard as per the German Institute for Standardization DIN EN 12934, Chinese standard GB17685-2016 or other latest approved standard available for the country.	加工符合德国标准化协会DIN EN 12934、中国国家标准GB17685-2016或最新批准标准的低过敏标准。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	61516	1107048	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司 , 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	61516	1164894	King bed: 2 of 50cmx66cm pillows and 2 of 50cmx90cm pillows.	特大床: 每张床配备两个50厘米 x 66厘米枕头和两个50厘米 x 90厘米的枕头	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	61516	1164895	Queen bed: 4 pillows (size: 50cmx66cm) per bed.	大床: 每张床配备四个50厘米 x 66厘米的枕头	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Bedding	Specification	61516	1164896	Twin/Double bed: 2 pillows (size: 50cmx66cm) per bed.	单人床/双人床: 每张床配备两个50厘米 x 66厘米的枕头	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	Food & Beverage -> General	Standard	62167	62167	The following children's tableware must be Bisphenol A (BPA) free:	下列儿童餐具必须不含双酚A (BPA) 成分:	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Critical	
Brand Standard	Food & Beverage -> General	Specification	62167	62168	Non-slip trays, base plates and bowls	防滑餐盘, 底盘及碗	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Critical	
Brand Standard	Food & Beverage -> General	Specification	62167	62169	Forks	餐叉	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Critical	

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Brand Standard	Food & Beverage -> General	Specification	62167	62170	Spoons and child-friendly chopsticks	餐勺及适合儿童使用的筷子	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Critical
Brand Standard	Food & Beverage -> General	Specification	62167	62171	Cups and mugs	杯子和马克杯	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Critical
Brand Standard	My Room -> Guest Supplies	Standard	62495	62495	Two complimentary bottled of drinking water must be provided on daily basis.	必须每天提供两瓶免费瓶装饮用水。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	62495	64951	Minimum 500ml each	每瓶至少500毫升	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	62495	81401	Additional bottled water must be provided for free upon guests' request	如客人要求， 必须提供额外的免费瓶装水。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	62495	1152096	Approved brand: Nongfu Spring; Chun Yue; Aquafina; Ganten.	认可品牌： 农夫山泉； 纯悦； 纯净水； 景田	x					Guestrooms	Procurement	Jing Yang	Important
Brand Standard	Meetings & Events -> Pre event	Standard	79609	79609	The Crowne Plaza® Meetings Director must perform the following pre-event actions with event planners:	皇冠假日酒店会务总监必须协同会议策划人履行下列会前准备：	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	Meetings & Events -> Pre event	Specification	79609	79610	Offer optimal meeting room configuration recommendations, meeting and break flow and RB&E options.	提供最佳的会场布置建议， 会议和茶歇流程以及餐饮选择	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	Meetings & Events -> Pre event	Specification	79609	79611	Determine arrival and departure times of attendees	确定与会人员的抵达及离开时间	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	Meetings & Events -> Pre event	Specification	79609	79612	Schedule transportation needs	安排用车需求	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	Meetings & Events -> Pre event	Specification	79609	79613	Define the reservation process	明确预订流程	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	Meetings & Events -> Pre event	Specification	79609	79614	Complete a meeting profile or group resume	完成会议档案或团队简历	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	Meetings & Events -> Pre event	Specification	79609	79615	Offer a pre-convention meeting (pre-con)	提供预备会议服务	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	Meetings & Events -> Pre event	Specification	79609	79616	When requested by a client, schedule a pre-con meeting with appropriate department managers and colleagues.	当客人要求时， 安排与相关部门经理或同事的预备会议	x	x	x	x		Meeting Room	RB&E	Jason Ong	Important
Brand Standard	My Room -> Guest Supplies	Standard	83921	83921	IHG Tea Programme must be provided.	必须提供IHG茶饮服务项目	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	83921	83922	Four flavor complementary branded tea bags.	四个不同口味免费的品牌定制茶包	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	83921	83924	Tea bags must be replenished daily and upon guest request.	茶包必须每日补充一次， 同时应客人要求提供	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	83921	103313	Approved tea brand: Chali	茶包认可品牌： 茶里	x	x	x			Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	83921	1152105	Minimum four complementary environmental-friendly tea bags. At least one pack white tea, one pack black tea, one pack Pu-erh, one pack herbal tea (evening tea).	至少四个免费的环保包装茶包， 其中至少包含一包白茶， 一包红茶， 一包普洱茶， 一包原叶茶（晚安茶）。				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Standard	97422	97422	The bath towel must meet the following:	浴巾必须符合下列要求：	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97422	97423	Colour: White	颜色： 白色	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97422	97424	16S, Plain screw, 100% cotton	16S， 平织螺旋， 100%棉	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97422	97425	Size: 76cm x 152cm	尺寸： 76cm x 152cm	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97422	97426	Weight: 635g/unit, 550g/m²	重量： 635克/条， 550克/平方米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97422	816059	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商： 江苏康乃馨纺织科技有限公司， 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Standard	97427	97427	The hand towel must meet the following:	手巾必须符合下列要求：	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97427	97428	Colour: White	颜色： 白色	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97427	97429	16S, Plain screw, 100% cotton	16S， 平织螺旋， 100%棉	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important

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Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97427	97430	Size: 50cm x 80cm	尺寸: 50厘米x80厘米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97427	97431	Weight: 220g/unit, 550g/m²	重量: 220克/条, 550克/平方米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97427	816058	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司 , 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Standard	97432	97432	The wash towel must meet the following:	方巾必须符合下列要求:	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97432	97433	Colour: White	颜色: 白色	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97432	97434	16S, Plain screw, 100% cotton	16S, 平织螺旋, 100%棉	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97432	97435	Size: 30cm x 30cm	尺寸: 30厘米 x 30厘米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97432	97436	Weight: 50g/unit, 550g/m²	重量: 50克/条, 550克/平方米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97432	816057	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司 , 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Standard	97437	97437	The bath mat must meet the following:	地巾必须符合下列要求:	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97437	97438	Colour: White	颜色: 白色	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97437	97439	32S/2, Plain, 100% cotton	32S/2, 平织, 100%棉	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97437	97440	Size: 56cm x 86cm	尺寸: 56厘米x86厘米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97437	97441	Weight: 423g/unit, 880g/m²	重量: 423克/条, 880克/平方米	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	97437	816056	Approved vendor: JIANGSU CANASIN TEXTILE TECHNOLOGY CO.,LTD, JIANGSU SIDEFU TEXTILE CO., LTD, Jiangsu Yagao Textile Technology Co., Ltd, Linyi Standard Textile Trading Company LTD.	认可供应商: 江苏康乃馨纺织科技有限公司 , 江苏斯得福纺织股份有限公司, 江苏雅高纺织科技有限公司, 临沂标准纺织贸易有限公司。	x					Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	Arrival -> Exterior	Standard	242060	242060	All signage must be installed in accordance with the requirements provided in the Crowne Plaza® Exterior Signage Manual.	所有的标识必须符合皇冠假日酒店户外标识手册要求。	x	x	x	x		Building/Façade	Procurement	Jing Yang	Important	
Brand Standard	Departure -> Service Expectations	Standard	685049	685049	Breakfast Check out counter must be set up with the branded signage located outside the entrance to the All Day Dining.	早餐同步退房柜台必须设立在全日餐厅入口, 并有品牌标识。	x					Food Outlet	Brand	Stephanie Lou	Critical	
Brand Standard	Guest Services -> Equipment -> Internet	Standard	720055	720055	The IHG® Connect programme for Guest Internet Access must be implemented.	对客上网系统必须使用IHG® Connect	x	x	x	x		Guest Services	P&T	Leroy Zhang	Critical	
Brand Standard	Guest Services -> Equipment -> Internet	Specification	720055	720065	A single service set identifier (SSID) in place, reflecting the programme "IHG ONE REWARDS Free Wi-Fi".	网络名称 (网络唯一识别符) 为 "IHG ONE REWARDS Free Wi-Fi".	x	x	x	x		Guest Services	P&T	Leroy Zhang	Critical	
Brand Standard	Guest Services -> Equipment -> Internet	Standard	860117	860117	The IHG® Connect program for Guest Internet Access must be installed and supported by an IHG® approved vendor.	对客上网系统必须安装IHG® Connect, 并且由IHG®批准的供应商进行支持	x	x	x	x		Guest Services	P&T	Leroy Zhang	Important	
Brand Standard	Food & Beverage -> General	Standard	861052	861052	Only biodegradable drinking straws can be used throughout the hotel.	酒店内仅可提供可生物降解吸管。	x	x	x	x		Food & Beverage	RB&E	Jason Ong	Important	
Brand Standard	Build Journey - Base Build -> IHG® Systems	Standard	923048	923048	Approved Cloud Point of Sales (POS) solution by IHG must be implemented.	酒店必须使用经IHG批准的云平台的POS解决方案	x	x	x	x		Guest Services	P&T	Allen Wang	Important	
Brand Standard	My Room -> Guest Supplies	Standard	950073	950073	Complimentary Coffee Programme must be provided.	必须提供免费咖啡服务项目	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	
Brand Standard	My Room -> Guest Supplies	Specification	950073	950076	Minimum two milk, cream or substitute servings.	至少两份牛奶、奶精或同类产品。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important	

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Brand Standard	My Room -> Guest Supplies	Specification	950073	950077	Minimum two sugar servings.	至少两包糖	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	950079	Minimum two artificial sweetener servings.	至少两包人造甜味剂。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	950082	Coffee, milk/cream and sugar supplies must be replenished daily and upon guest request.	咖啡、牛奶/奶油和糖必须每日补充一次，同时应客人要求提供	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	950083	Must not be placed in the bath zone.	不允许放在浴室。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	950084	Approved capsule and espresso machine brand: Nespresso; JDE; Lavazza; Julius Meinl.	胶囊及咖啡机认可品牌：奈斯派索 (Nespresso)；帝怡 (JDE)；拉瓦萨 (Lavazza)；尤礼曼灵 (Julius Meinl)	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	1101067	Must be brand approved drip coffee or capsule and espresso machine.	必须是品牌认可的挂耳咖啡或者胶囊和咖啡机	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	1152109	Minimum two servings or capsules.	至少两份挂耳咖啡或者胶囊咖啡	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	1152110	Approved drip coffee brand for Standard Room: JDE; Julius Meinl; TASOGARE	挂耳咖啡认可品牌-标准客房：帝怡 (JDE)；尤礼曼灵 (Julius Meinl)；隅田川 (TASOGARE)	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	1152111	Approved drip coffee brand for Suite/Club/Upgraded Room: JDE; Julius Meinl	挂耳咖啡认可品牌-套房/行政房/升级房型：帝怡 (JDE)；尤礼曼灵 (Julius Meinl)	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	1152113	Minimum two tea spoons must be available.	两个金属茶匙	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies	Specification	950073	1152114	A minimum of two ceramic mugs or two ceramic cups with saucers.	两个陶瓷杯或杯子和茶碟	x	x	x	x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	Journey within the hotel -> General	Standard	951348	951348	Signature scent must be provided.	必须配备品牌特色香氛。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	951349	It must be delivered at the main entrance into the hotel and throughout the front desk area. For resort locations with open lobbies, it must be delivered to reception and/or check-in/out areas.	必须从主入口传到酒店以及整个前台区域。针对开放式大堂的度假酒店，香氛必须传到前台和/或办理入住退房区域。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	951350	Scent machines must operate, at a minimum of 16 hours a day.	香氛机每天必须至少运行16小时。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	951351	Numbers and locations of scent machines must reflect the size and layout of the area with IHG approval.	香氛机的数量和位置必须符合该区域的面积和布局，且须经洲际酒店集团批准。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	951352	Potpourri, scented sticks, sachets and other similar products are not permitted at all unless they carry the Signature Scent.	不允许使用百花香、香薰棒、香囊和其它类似产品，除非是特色香氛。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	952198	Other scent products must not be used.	不得使用其他香氛产品。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	952199	Cartridges must be replaced monthly or as soon as empty.	香氛盒必须每月更换或在香氛用完时予以更换。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	952200	If scent is used in other locations, it must be the Signature Scent.	如在其它区域使用香氛，必须为特色香氛。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	952201	Scented cleaning products and air fresheners are excluded from this standard.	这一标准不包括香氛清洁产品和空气清新剂。	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Journey within the hotel -> General	Specification	951348	952202	Approved supplier: Air Aroma China.	认可供应商：上海熠坤商贸有限公司	x	x	x	x		Lobby	Procurement	Jing Yang	Critical
Brand Standard	Responsible Business -> Commercial -> Digital Channels	Standard	957482	957482	All negative guest reviews posted on the following social review platforms must be responded to within 72 hours:	在72小时内回复在以下社交媒体评论网站上收到的全部负面评论。	x	x	x	x		Guest Services	Guest Experience	Nina Wang	Important
Brand Standard	Responsible Business -> Commercial -> Digital Channels	Specification	957482	957483	Booking.com (scores of 1 to 4)	缤客 (分数1.0-4.0)	x	x	x	x		Guest Services	Guest Experience	Nina Wang	Important
Brand Standard	Responsible Business -> Commercial -> Digital Channels	Specification	957482	957484	TripAdvisor.com (scores of one and two)	猫途鹰(分数1.0-2.0)	x	x	x	x		Guest Services	Guest Experience	Nina Wang	Important
Brand Standard	Responsible Business -> Commercial -> Digital Channels	Specification	957482	957486	Ctrip.com (scores of one and two)	携程 (分数1.0-2.0)	x	x	x	x		Guest Services	Guest Experience	Nina Wang	Important

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Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Standard	1012048	1012048	The fitness centre must be designed, constructed and equipped as follows:	健身房的设计, 建造和设备必须遵循以下标准:	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1012049	Keycard door access must be provided.	必须能够适用钥匙卡进入。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1012050	CCTV monitoring is required.	必须配有闭路电视监控系统。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1012051	Hours of operation must be posted at the entry.	必须在入口处张贴营业时间。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1012052	Fitness equipment usage instructions must be professional displayed on or by each piece of equipment and clearly visible.	健身器材的使用说明必须专业的摆放在每台设备上或设备旁的明显位置。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1012053	Towels, towel shelf, and towel drop.	毛巾, 毛巾架和毛巾收集处。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1012054	Paper cups and water dispenser.	纸杯和饮水机。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1013049	Hand sanitizing dispenser and wipes must be provided.	必须提供免洗消毒液分配器和消毒湿巾。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1013050	Television(s) to be appropriately placed.	电视机必须摆放在合适位置。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1013052	An Audio/Visual system must be provided and properly stored.	音视频系统必须提供并存放合理。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1013053	Where there are changing rooms, lockers with locking mechanism is required.	在有更衣室的健身房, 需提供配备了锁定装置的更衣柜。	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	Fitness & Recreation -> Fitness Facilities -> Furniture, Finishes, Fixtures & Equipment	Specification	1012048	1013054	Greater China Fitness Center Design and Implementation Book	大中华区健身中心设计与执行手册	x	x	x	x		Fitness/Gym	Ops	Jessie Cui	Important
Brand Standard	My Room -> General	Standard	1013075	1013075	The following guest room cleaning products must be used as directed by the IHG® Way of Clean Programme:	必须按照清洁宝典要求使用以下客房清洁化学药剂:	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013075	1013076	Multi-surface disinfectant and cleaner	多表面清洁消毒剂。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013075	1013077	Bathroom disinfectant and cleaner	浴室清洁消毒剂。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013075	1013078	Glass cleaner	玻璃清洁剂。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013075	1013079	Odor neutralizer	空气清新剂。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013075	1013082	Hand sanitizer	免洗手消毒凝胶	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013075	1013083	Chemicals and/or bottle labels utilized must be color coded to align with microfiber cloths used to avoid cross contamination	化学药剂与清洁剂喷壶上的标签必须与超细纤维分色抹布一并遵循客房清洁分色系统, 以避免交叉污染。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical

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Brand Standard	My Room -> General	Specification	1013075	1013086	Purchased from approved suppliers: Diversey, Ecolab and White Cat	从认可品牌清洁剂服务商处购买, 泰华施, 艺康, 白猫。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013075	1013087	When the specified cleaning products cannot be sourced in country, approval from IHG® must be obtained prior to purchase	若指定的化学药剂于酒店所在区域未能购买到, 替代产品的采购必须先得到洲际酒店管理集团的批准。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Standard	1013094	1013094	The following guest room cleaning tools must be used as directed by the IHG® Way of Clean Programme:	必须按照清洁宝典要求使用以下客房清洁工具:	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012078	Approved multi-colored microfiber cloths	指定颜色超细纤维抹布。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012079	Clean microfiber cloths must be placed in isolate bag with approved color coded labels	干净的超细纤维抹布必须存放在有分色标签的抹布分隔袋内。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012080	Used microfiber cloths must be collected in accordance with approved color coded containers	使用过的超细纤维抹布必须按照指定的分色系统收集。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012081	All microfiber cloths must be stored, transported and washed in approved color coded system	超细纤维抹布必须按照指定的分色系统存储、运输和洗涤。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012082	Microfiber cloths utilized must be color coded to align with chemicals and/or bottle labels used to avoid cross contamination	超细纤维分色抹布与化学药剂及清洁剂喷壶上的标签都必须遵守客房清洁分色系统, 以避免交叉污染。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012083	Black light	紫外线灯。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012084	Red multi-purpose clean soft brush	红色多功能清洁软毛刷。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> General	Specification	1013094	1012085	Yellow carpet spot clean brush	黄色地毯去渍刷。	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Critical
Brand Standard	My Room -> Service Expectations	Standard	1031049	1031049	The following must be changed and laundered upon each guest departure regardless of whether they have been used:	在客人离店后, 以下客用品无论是否使用必须更换并清洗:	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Important
Brand Standard	My Room -> Service Expectations	Specification	1031049	1030049	All bed linen including sofa beds if pre-made (where applicable)	所有床上布草, 包括提前布置的沙发床上的布草 (如提供)	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Important
Brand Standard	My Room -> Service Expectations	Specification	1031049	1030053	All bed linen placed in wardrobes/closets unless stored in protective bags (where applicable)	所有放置在衣柜/衣橱的床上布草 (如提供), 除非它们被置于保护性的包装袋中	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Important
Brand Standard	My Room -> Service Expectations	Specification	1031049	1030054	All bathroom linen/terry	所有的浴室布草	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Important
Brand Standard	My Room -> Service Expectations	Specification	1031049	1030055	All bathrobes (where applicable)	所有的浴袍 (如提供)	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Important
Brand Standard	My Room -> Service Expectations	Specification	1031049	1030056	All kitchen linen (where applicable)	所有的客房厨用布草 (如提供)	x	x	x	x		Housekeeping/Laundry	Ops	Jessie Cui	Important
Brand Standard	My Room -> Bathroom	Standard	1047049	1047049	All guest bathrooms must use IHG®-approved bulk amenities. The following must be provided:	所有客房的盥洗室必须使用IHG®认可的大瓶装洗沐用品。具体如下:	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1055056	One 300 ml bottle of Antipodes shampoo (Fig & Feijoa Hotel Collection)	一瓶300毫升的安媿珀 (Antipodes) 斐果馨香系列洗发水	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1055057	One 300 ml bottle of Antipodes conditioner (Fig & Feijoa Hotel Collection)	一瓶300毫升的安媿珀 (Antipodes) 斐果馨香系列护发素	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1055058	One 300 ml bottle of Antipodes body wash (Fig & Feijoa Hotel Collection)	一瓶300毫升的安媿珀 (Antipodes) 斐果馨香系列沐浴乳	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1055059	One 300 ml bottle of Antipodes hand wash (Fig & Feijoa Hotel Collection)	一瓶300毫升的安媿珀 (Antipodes) 斐果馨香系列洗手液	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1055060	One 300 ml bottle of Antipodes hand wash (Fig & Feijoa Hotel Collection)	一瓶300毫升的安媿珀 (Antipodes) 斐果馨香系列润肤乳	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1055061	One 20 gramme Antipodes soap wrapped in re-cyclable packaging must be provided in the guestroom with bathtub	配有浴缸的盥洗室必须提供一块20克重且可用回收材料包装的安媿珀 (Antipodes) 肥皂。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1055062	Approved Vendor: JIANGSU OPPEAL DAILY COSMETICS CORP., LTD.	认可供应商: 江苏欧佩日化股份有限公司	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	My Room -> Bathroom	Specification	1047049	1057071	Suite rooms with independent powder room(s) and/or multiple bathrooms are equipped with IHG®-approved bulk amenities per powder room/bathroom.	配有独立客用卫生间和/或多个浴室的套房, 其每个客用卫生间和/或盥洗室中均应IHG®认可的大瓶装洗沐用品配置。	x	x	x	x		Guestrooms	Procurement	Jing Yang	Critical
Brand Standard	Guest Services -> General	Standard	1082054	1082054	Hotel must implement Travel Light brand hallmark, including Travel Light amenities and item storage service.	酒店必须执行“轻装简行”品牌特色服务项目, 项目包括: 贴心小物品和小物品寄存服务。	x	x	x	x		Guest Services	Brand	Stephanie Lou	Critical

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Brand Standard	Guest Services -> General	Specification	1082054	1082055	Hotel must follow Travel Light Amenity implementation guide to provide the service.	酒店必须根据“轻装简行”贴心小物品的执行指南提供该服务。	x	x	x	x		Guest Services	Brand	Stephanie Lou	Critical	
Brand Standard	Arrival -> Exterior	Standard	1089071	1089071	All signage must be installed in accordance with the requirements provided in Crowne Plaza® Exterior Signage Manual 201908 or Crowne Plaza® Exterior Signage Manual 202203 base on hotel situation.	所有标识必须符合皇冠假日酒店户外标识手册2019 08 版或皇冠假日酒店户外标识手册202203版要求,视酒店情况而选择。	x	x	x	x		Building/Façade	Procurement	Jing Yang	Important	
Brand Standard	Make a booking	Standard	1103058	1103058	An advance deposit procedure must be in place.	必须有预付押金流程。	x	x	x	x		Guest Services	Finance	Elsie Yu	Important	
Brand Standard	Make a booking	Specification	1103058	1103059	An advance deposit cancellation policy must be listed in IHG Concerto™ [formerly referred to as the Central Reservation System [CRS] and / or the Guest Reservation System [GRS]].	IHG Concerto™(之前称为中央预订系统（CRS）和/或宾客预订系统（GRS））系统中必须列出预付押金取消条款。	x	x	x	x		Guest Services	Finance	Elsie Yu	Important	
Brand Standard	Make a booking	Specification	1103058	1103060	Advance deposits must not exceed the room rate, including tax, and can only be taken for up to 99 nights.	预付押金不得超过房价，包括税费，且最多只能用于99个房晚。	x	x	x	x		Guest Services	Finance	Elsie Yu	Important	
Brand Standard	Make a booking	Specification	1103058	1103061	Advance deposits must be paid directly to the destination hotel.	预付押金必须直接支付给目的地酒店。	x	x	x	x		Guest Services	Finance	Elsie Yu	Important	
Brand Standard	Make a booking	Specification	1103058	1103062	Reservations pre-payments through all IHG® approved methods of payment must be accepted, including but not limited to Alipay Prepay, Alipay Post Post Pay, Alipay Guarantee Pay, WeChat Prepay, WeChat Guarantee Pay, China Union Pay.	必须接受通过洲际酒店集团认可的所有付款方式预订房费，包括但不限于支付宝预付、芝麻信用住、支付宝预授权担保、微信预付、微信预授权担保以及银联信用卡支付。	x	x	x	x		Guest Services	Digital Channels	Roxanne Mei	Important	
Brand Standard	Make a booking	Specification	1103058	1103063	An advance deposit policy must refund any guest prepayment if the cancellation is received before the destination hotel cancellation deadline time on the arrival date.	如果目的地酒店在规定的取消预订截止时间之前收到取消通知，则必须将预付押金退还给客人。	x	x	x	x		Guest Services	Finance	Elsie Yu	Important	
Brand Standard	Loyalty Programmes -> IHG One Rewards	Standard	1109049	1109049	The IHG One Rewards program must be delivered as follows:	酒店团队必须按照以下标准要求来确保洲际悦悦会的正常运营：	x	x	x	x		Guest Services	Loyalty	Frank Feng	Critical	
Brand Standard	Loyalty Programmes -> IHG One Rewards	Specification	1109049	1109050	Members must receive benefits in-line with their tier status	须按照会员等级向会员提供其应享有的会员权益	x	x	x	x		Guest Services	Loyalty	Frank Feng	Critical	
Brand Standard	Loyalty Programmes -> IHG One Rewards	Specification	1109049	1109052	A minimum of 80% 3-month cumulative member recognition score in the HeartBeat survey	须始终保持每连续3个月80%或以上的会员认知数（通过宾客心语调查获得）。	x	x	x	x		Guest Services	Loyalty	Frank Feng	Critical	
Brand Standard	Loyalty Programmes -> IHG One Rewards	Specification	1109049	1109053	A minimum of 5% of total available inventory is allocated to Reward Nights	奖励住宿可售房量必须保证至少占酒店总体可售房总量的5%	x	x	x	x		Guest Services	Loyalty	Frank Feng	Critical	
Brand Standard	Loyalty Programmes -> IHG One Rewards	Specification	1109049	1109054	The General Manager and Front Desk team must complete all loyalty training as defined by IHG	酒店的总经理和前台团队须完成由IHG酒店集团所指定的忠诚度计划培训课程	x	x	x	x		Guest Services	Loyalty	Frank Feng	Critical	
Brand Standard	Loyalty Programmes -> IHG One Rewards	Specification	1109049	1124765	Meet or exceed the quarterly enrollment efficiency target of 8% for qualified enrolments with valid email or valid mobile number for your hotel	达到或超过你所在酒店的季度有效会员（含有效电子邮箱地址或手机号码）招募转换率8%或以上。	x	x	x	x		Guest Services	Loyalty	Frank Feng	Critical	
Brand Standard	Guest Services -> General	Standard	1128956	1128956	If the hotel offers kids program, the Crowne Plaza branded family program-Crowne Family must be complied with.	如酒店提供亲子项目，必须遵守皇冠假日品牌皇家家族亲子项目标准。	x	x	x	x		Guest Services	Brand	Stephanie Lou	Important	
Brand Standard	Guest Services -> General	Specification	1128956	1128957	Hotels must comply with Crowne Family IP Implementation Guide	酒店必须符合《皇冠家族IP执行指南》。	x	x	x	x		Guest Services	Brand	Stephanie Lou	Important	
Brand Standard	Journey within the hotel -> General	Standard	1130366	1130366	The signature sound must be provided.	必须播放品牌特色的背景音乐。	x	x	x	x		Lobby	Procurement	Jing Yang	Important	
Brand Standard	Journey within the hotel -> General	Specification	1130366	1152062	Lobby(including lift lobby on public floors), public restrooms, 24 hours a day, 7 days a week.	大堂（包括公共楼层客用电梯厅），公共卫生间，全天24小时，一周7天	x	x	x	x		Lobby	Procurement	Jing Yang	Important	
Brand Standard	Journey within the hotel -> General	Specification	1130366	1152064	Each Eat & Drink outlet during opening hours.	每个餐厅的营业时间内必须播放背景音乐	x	x	x	x		Lobby	Procurement	Jing Yang	Important	
Brand Standard	Journey within the hotel -> General	Specification	1130366	1152065	Outdoor landscape only for resort properties.	度假酒店的室外景观区域必须播放背景音乐	x	x	x	x		Lobby	Procurement	Jing Yang	Important	
Brand Standard	Journey within the hotel -> General	Specification	1130366	1152069	Approved supplier: Musicstyling.	认可供应商：MusicStyling	x	x	x	x		Lobby	Procurement	Jing Yang	Important	
Brand Standard	Build Journey - Base Build -> Engineering Infrastructure -> Electrical -> Lighting	Standard	1131163	1131163	LED lighting must be provided throughout the hotel.	整个酒店必须提供LED照明。	x	x	x	x		Building/Façade	CASR	Juliette Chen	Critical	

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Brand Standard	Human Resources -> Colleague Training	Standard	1150796	1150796	All Colleagues must complete the following core learning:	所有员工必须完成以下核心课程:	x	x	x	x		Housekeeping/Laundry	Learning	Justine Guo	Critical
Brand Standard	Human Resources -> Colleague Training	Specification	1150796	1150809	IHG Way of Clean for their department within 30 days of employment and once every 12 months thereafter for housekeeping colleagues. Non-management housekeeping colleagues (in-house or outsourced) must meet "basic threshold" completions based on hotel room count.	所有客房服务员必须在入职30天内完成洲际酒店集团大中华区清洁宝典学习项目, 并且必须每12个月完成一次IHG®清洁宝典培训课程重新认证。所有非管理岗位的客房部员工(内部和外包)在线学习完成数量必须根据酒店客房数达到相应最低数量。	x	x	x	x		Housekeeping/Laundry	Learning	Justine Guo	Critical
Brand Standard	Human Resources -> Colleague Training	Standard	1150820	1150820	Any colleagues working in the Front Office Department must complete the core learning (in addition to the All Colleagues standard) as follows:	除了上述要求所有员工的标准以外, 在前厅部工作的同事还必须完成以下核心学习课程:	x	x	x	x		Front Desk	Learning	Justine Guo	Important
Brand Standard	Human Resources -> Colleague Training	Specification	1150820	1151253	Introduction to Information Security within 30 days of employment and once every 12 months thereafter	入职30天内完成《信息安全简介》培训并每12个月完成一次培训。	x	x	x	x		Front Desk	Learning	Justine Guo	Important
Brand Standard	Human Resources -> Colleague Training	Specification	1150820	1151254	Handling Card Data Securely with PCI DSS Training within 30 days of employment and once every 12 months thereafter	入职30天内完成《通过PCI DSS 培训安全处理银行卡数据》培训并每12个月完成一次培训。	x	x	x	x		Front Desk	Learning	Justine Guo	Important
Brand Standard	Human Resources -> Colleague Training	Specification	1150820	1151259	At least one colleague trained to operate the Property Management System (PMS) must be on duty in the hotel 24 hours a day	至少有一位已完成培训并能够操作酒店管理系统(PMS)的员工全天24小时在酒店值班。	x	x	x	x		Front Desk	Learning	Justine Guo	Important
Brand Standard	Human Resources -> General Manager	Standard	1150821	1150821	The General Manager must complete the following core learning (in addition to the All Colleagues learning standard). If your hotel does not have a General Manager, the Hotel Manager must complete the following core learning.	除了上述要求所有员工的标准以外, 总经理还必须完成以下核心学习。如果你的酒店没有总经理, 酒店经理则必须完成下列核心学习课程。	x	x	x	x		Back Office	Learning	Justine Guo	Important
Brand Standard	Human Resources -> General Manager	Specification	1150821	1150822	Introduction to Information Security within 30 days of employment and once every 12 months thereafter.	入职30天内完成《信息安全简介》培训并每12个月完成一次培训。	x	x	x	x		Back Office	Learning	Justine Guo	Important
Brand Standard	Human Resources -> General Manager	Specification	1150821	1150823	Handling Card Data Securely with PCI DSS Training within 30 days of employment and once every 12 months thereafter.	入职30天内完成《通过PCI DSS 培训安全处理银行卡数据》培训并每12个月完成一次培训。	x	x	x	x		Back Office	Learning	Justine Guo	Important
Brand Standard	Human Resources -> General Manager	Specification	1150821	1150825	General Manager Onboarding Learning Plan within 6 months of employment.	所有的总经理必须在入职6个月内完成总经理入职计划。	x	x	x	x		Back Office	Learning	Justine Guo	Important
Brand Standard	Human Resources -> Colleague Training	Standard	1151279	1151279	Any colleagues working in the Sales/Meeting & Events Department must complete the core learning (in addition to the All Colleagues standard) as follows:	除了上述要求所有员工的标准以外, 在销售/会议和活动团队工作的员工还必须完成以下核心学习课程:	x	x	x	x		Back Office	Learning	Justine Guo	Important
Brand Standard	Human Resources -> Colleague Training	Specification	1151279	1151280	Introduction to Information Security within 30 days of employment. Hotel-led in-person training (On-Job-Training, OJT) is permitted and completions must be tracked in the learning management system	入职30天内完成《信息安全简介》培训并每12个月完成一次培训。课程酒店允许开展酒店主导的现场培训(在岗培训, OJT), 培训完成情况必须在学习管理系统中进行妥善记录。	x	x	x	x		Back Office	Learning	Justine Guo	Important
Brand Standard	Human Resources -> Colleague Training	Specification	1151279	1151281	Handling Card Data Securely with PCI DSS Training within 30 days of employment and once every 12 months thereafter.	入职30天内完成《通过PCI DSS 培训安全处理银行卡数据》培训并每12个月完成一次培训	x	x	x	x		Back Office	Learning	Justine Guo	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Standard	1152663	1152663	Brand approved environmentally friendly guestroom dry amenities must be provided upon request:	必须应客人要求提供品牌认可的环保材质浴室用品:				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152664	Individually packaged toothbrush	独立包装的牙刷				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152665	Individually packaged mini 5g toothpaste	独立包装至少5克重的牙膏				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152666	Comb	梳子				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152667	Female sanitary bag	女士卫生袋				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152668	Shower Cap	浴帽				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152669	Vanity kit (two cotton pads, three cotton buds, one hair ring)	护理套装 (每套包含: 两片化妆棉、三根棉签、一个发圈)				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152670	Shaving kit	剃须套装				x		Guestrooms	Procurement	Jing Yang	Important
Brand Standard	My Room -> Guest Supplies -> Bathroom	Specification	1152663	1152671	Sewing Kit	针线包				x		Guestrooms	Procurement	Jing Yang	Important