# GUIDE FOR HOTEL CLASSIFICATION OR NEW LICENSE SELF-INSPECTION SERVICE

*The Classification Self-Inspection Information User Manual provides official guidance for property owners and applicants on obtaining Classification self-inspection approval. This manual is designed to be your reliable guide, making it easy for you to navigate the application process and secure the necessary approvals. With step-by-step instructions and clear explanations, it ensures you meet all ministry requirements smo*

*othly and efficiently*

- ***Use this manual as your guide*** *to easily find your way around the Self-Inspection Service Portal and complete your application with confidence.*

- ***Look for the highlighted tips*** *these provide quick reminders and important steps you'll want to follow.*

- *The examples and details shown are just samples, replace them with your own information as you go through your application.*

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# INTRODUCTION

*This user manual provides step-by-step instructions for using the Bahrain Tourism & Exhibitions Authority (BTEA) portal. It is designed to guide users through the process of accessing the portal, navigating the dashboard, and managing self-inspection requests effectively. This document also outlines the comprehensive workflow for the 4Years - Classification self-inspection process, detailing the procedural steps, responsibilities, and inter-departmental interactions.*

# PROPERTY CLASSIFICATION SELF-INSPECTION MANUAL:

**Self-Inspection Email Notification**

SVR-019487 - Self-inspection | التفتيش الذاتي

السيد / السيدة،
نود افادتكم بأنه بأمكانكم القيام بعملية التفتيش الذاتي للمنشأة السياحية التالية:

رمز المنشأة السياحية: HOT-0000
إسم المنشأة السياحية: فندق
رمز الزيارة: SVR-019487
عنوان الزيارة: التصنيف ـ 4 سنوات

لمزيد من المعلومات أو للمساعدة، يرجى التواصل مع قسم التفتيش السياحي على رقم
monitoring@btea.bh 973 17558873+ أو عبر البريد الإلكتروني

Dear Sir / Madam,
We would inform you that you can conduct a self-inspection of
the following tourism property:

Tourism Property ID: HOT-0000
Tourism Property Name: HOTEL
Visit ID: SVR-019487
Visit Subject: 4 Years - classification

For further information or assistance, please contact the
Tourism Inspection Department at +973 17558873 or via
email at monitoring@btea.bh

The email notification includes all visit details, helping the applicant choose the appropriate visit number.
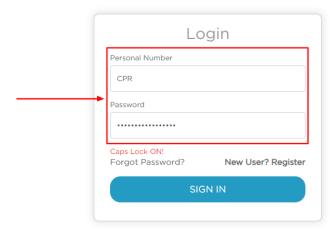
**Login to BTEA online portal system**



1. **Access the BTEA Portal:**
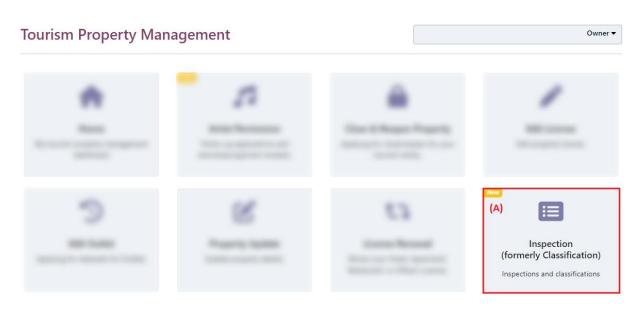
   o **Navigate to https://portal.btea.bh**



A. **Enter eKey Credentials**
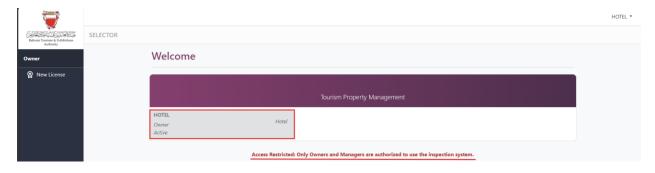
## Tourism Property Management

Login as Property:

- On the portal **homepage**, select **Inspection (Formerly Classification) system**.

A. Portal Access:

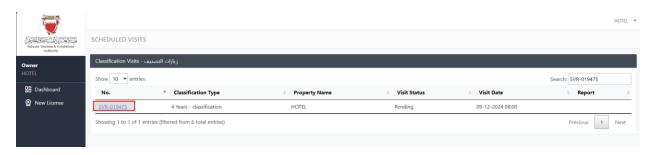- Upon successful login, select the **Hotel** which require for the classification.



Choose Your Property

✋ *(Owners and Managers only are authorized to access inspection system)*

**Select Related visit**

- Select classification visit, the visit details will be shared with you by email.
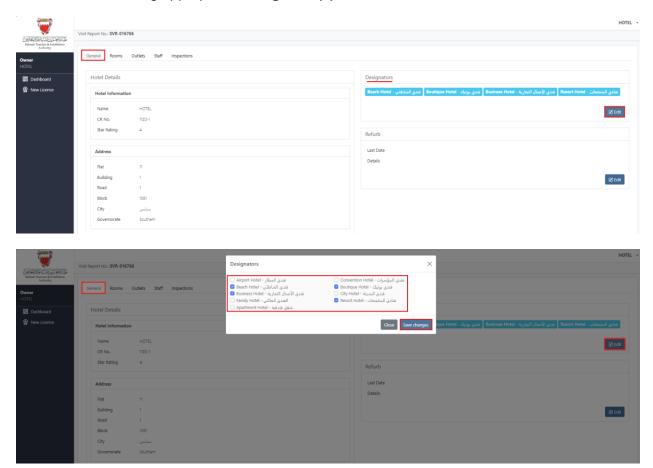


- Owner/Manager can find their related visit in classification section or search for the visit number (Visit details will be provided by email)

# ESSENTIAL HOTEL SETUP

**Key Guidelines and Fundamental Requirements for generating a Comprehensive Inspection Checklist.**
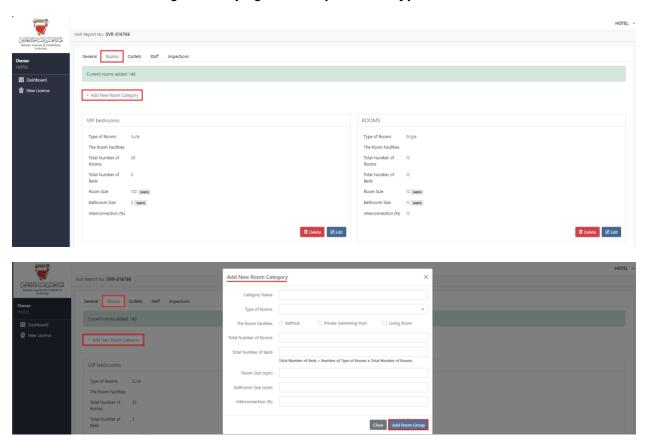
1. **General**

   o Adding appropriate **Designator(s)**





Make sure the Designator section is properly selected

## 2. Rooms

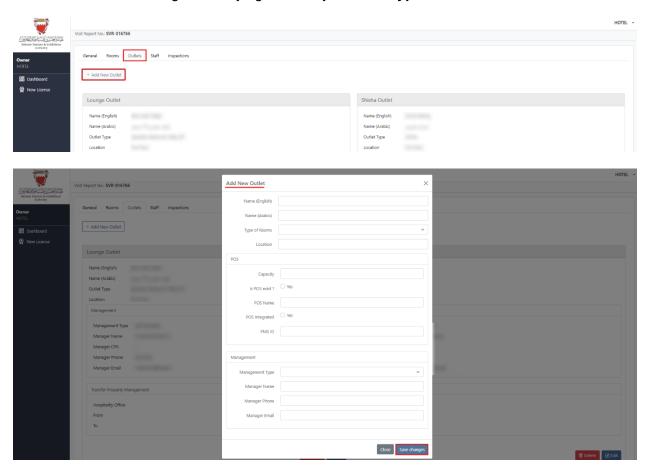○ Adding or modifying Rooms by **Rooms Types**





In 4Years-Classification, you'll need to update or add new room categories as part of the classification process

Note : The system won't allow proceed with creating a self-inspection without adding/modifying Rooms
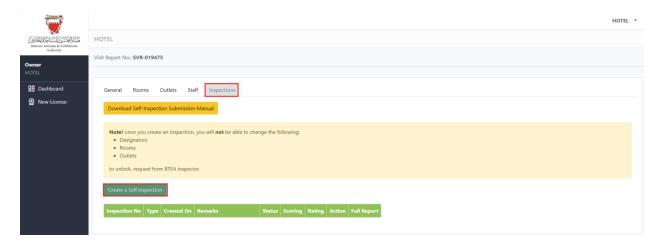
### 3. Outlets

    ○   Adding or modifying outlets by **Outlets Types**





The system won't allow proceed with creating a self-inspection without adding/modifying Outlets.
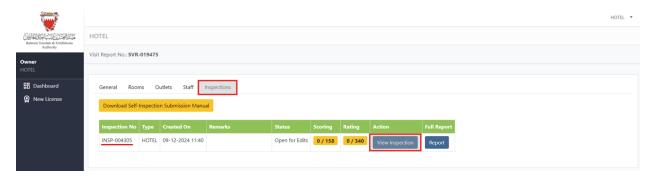
## Creating Self-Inspection



4. Create Inspection: Click the "Create a Self-Inspection" green button to initiate a new inspection process.
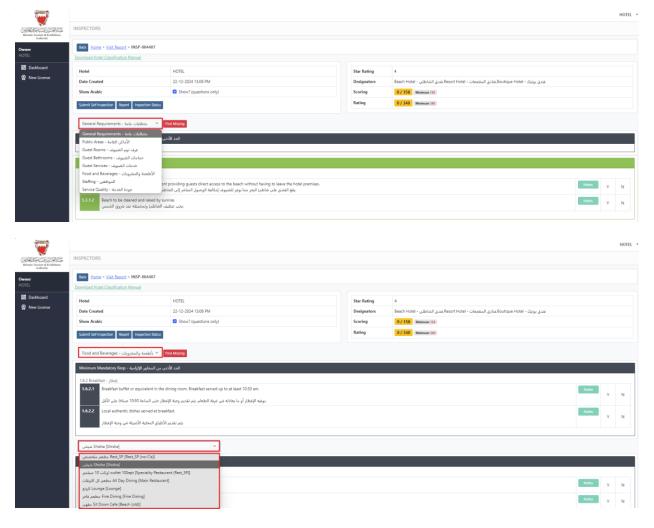
✋ *After creating the inspection, the system won't allow you to modify or add designator, rooms and outlets.*

## Start for Classification Self-inspection



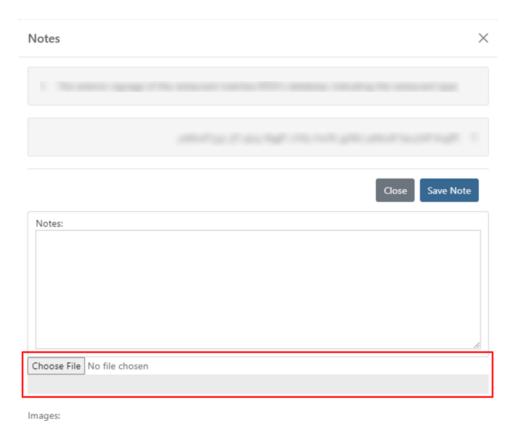5. To answer visit checklist for the self-inspection, click **View Inspection**

Make sure to answer all checklist under the categories & sub-categories (Outlets checklists)



**Y/N for the Question Checklist:** Select **Yes (Y)** or **No (N)** to answer to each question in the checklist
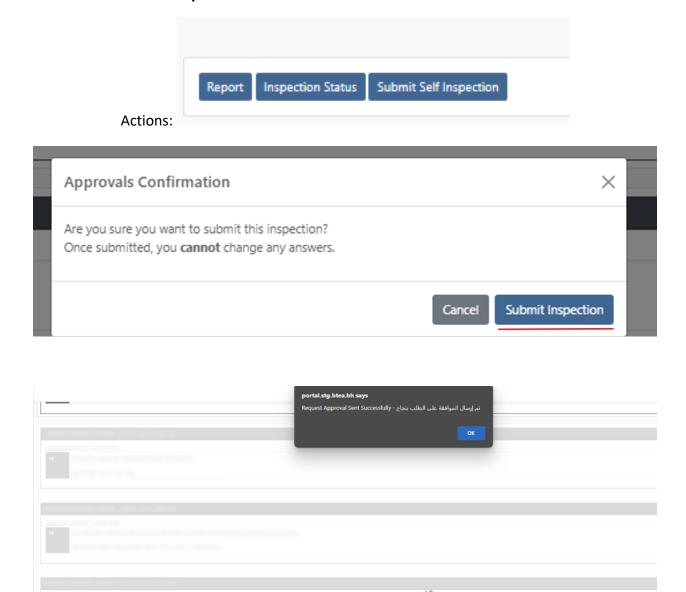


To attach unlimited Documents/Pictures under Note section, Click on <u>Notes</u>

Checklist attachment (pdf file and pictures are accepted)

✋ *(The system will allow you to create one self-inspection only)*

**Submission of Self-Inspection**



Actions:





✋ *(The system won't allow to submit the inspection if one of checklist isn't answer)*



Status of Self-inspection after submitting

Download/View the Reports:



1. Select Report Type:

- (A) Deficiencies Report
- (B) No Pictures: Shows all questions without images
- (C) With Pictures: Displays all questions with answers and images

3. View or Download

## General Requirements

### Inspection Checklist

| | |
|---|---|
| 1 | [illegible text] |
| 2 | [illegible text] |
| 4 | [illegible text] |
| 5 | [illegible text] |
| 6 | [illegible text] |
| 7 | [illegible text] |
| 8 | [illegible text] |
| 9 | [illegible text] |
| 10 | [illegible text] |
| 11 | [illegible text] |
| 12 | [illegible text] |
| 13 | [illegible text] |
| 14 | [illegible text] |
| 15 | [illegible text] |