

SUB-SECTOR | NIGHTCLUB

GOVERNANCE, COMPLIANCE AND REGULATION

All Licences, Registrations and Certificates required by law are available on request	Yes	No
Your business complies with current accounting standards, is up to date with tax filing and record keeping	Yes	No
Current Liquor License Certificate on display	Yes	No
Current Duty Manager's Certificate on display	Yes	No

CULTURE AND HERITAGE

Management and staff understand the Kia Orana Values and guiding principles to foster authentic Cook Islands experiences	Yes	No
Encourage visitors and guests to purchase locally made products in the Cook Islands		Guideline
Showcase and promote Cook Islands culture and traditions by using one or more of the key components in your product or structures; artefacts, images, videos and visual art		Guideline
Management and staff use of 'Reo Maori' words to create awareness on the importance of the Cook Islands Maori language on the visitor experience		Guideline
Implement a cultural or community initiative that engage local partners to be a part of your business		Guideline
Promote the 'Pa Enua' experience and its distinctive features in upholding Cook Islands culture and heritage		Guideline
Promote local gastronomy and culinary experiences		Guideline
Promote historical and cultural events for guests and customers to appreciate Cook Islands social practices, rituals, traditions, music, dance and performing arts		Guideline
Ensure cultural information provided to guests are well researched, appropriate and accurate		Guideline
Emulate Cook Islands culture through attire or presentation where applicable e.g. Kia Orana wear		Guideline

HUMAN RESOURCES

All human resource matters must comply with all related labour, gender, human rights and tax laws	Yes	No
Recruitment of new staff must have an employment agreement and a reasonable job description		Guideline
Staff engagement and satisfaction should be measured regularly as either part of the performance management system		Guideline
Prioritise on the job training and development of staff to ensure the workforce is competently skilled		Guideline
A performance management framework or an appraisal system is available for the staff to identify areas of strength and areas for development		Guideline

ENVIRONMENT

Water conservation programme is in place and communicated to staff/guests as required (e.g. turn off lights etc)	Yes	No
Water quality communicated to staff/guests as required	Yes	No
Recycling system in place for disposal of bottles / cans / plastics (Bar sale area)	Yes	No
All rubbish is collected, separated and correctly recycled	Yes	No
All organic waste is composted (not burned)		Guideline
Your business offers filtered drinking water Vs. single use plastic bottles		Guideline
Single use plastics are avoided (e.g. straws, breakfast condiments etc)		Guideline

MARKETING AND PROMOTIONS

All marketing material is a true representation of the establishment and facilities offered	Yes	No
Establish a marketing plan or strategy to ensure products and services are communicated through various channels to your business partners and consumers		Guideline
Foster business-to-business partnerships to build a strong supply chain		Guideline
Develop business-to-consumer platforms such as website and social media to reach to your consumers effectively		Guideline
Leverage media partners to create greater awareness for your business and should extend to non-traditional partners e.g. social influencers, bloggers, etc		Guideline
Promotions should incorporate elements of Cook Islands culture and heritage		Guideline

HEALTH, SAFETY AND SECURITY

- GENERAL		
High standards of safety, cleanliness and hygiene is observed in all areas	Yes	No
Pest control register is completed/dated and available for inspection	Yes	No
- FIRE, SAFETY & EMERGENCY PROCEDURES		
Employees have knowledge of emergency and evacuation procedures and are able to communicate to customers	Yes	No
First Aid Kit available	Yes	No
Current Fire extinguisher/s in place and within easy access	Yes	No
Emergency exit signage on display in event of power outage	Yes	No
- STAFF & GUEST BATHROOMS		
Clean and tidy	Yes	No
Utilities in good condition	Yes	No
- BAR SALE AREA		
General cleanliness of bar area	Yes	No
Glassware wash facilities in place	Yes	No

CUSTOMER SERVICE

Staff in all areas are clean and tidy in appearance	Yes	No
Approach business dealings, marketplace transactions and commitments with integrity	Yes	No
Manager or senior staff available for contact during business hours	Yes	No
Hours of service displayed	Yes	No
Your business provides an EFTPOS terminal	Yes	No
Establish and maintain a positive and ethical track record in the marketplace		Guideline
Ensure all staff complete the Kia Orana Customer Service course		Guideline

LEGEND:

Standard refers to the **Yes | No** questions - These are compulsory standards and must be met to suffice accreditation.

Guideline - These are a guideline for best practices only (you do not need to meet these but we would love for you to indicate whether you do or not)

DISCLAIMER:

These Standards and Guidelines are effective from 01 January 2023. This document was updated on May 2023. For any updates or changes, please contact Cook Islands Tourism Corporation.