



Quality in Tourism

Visit Report
Guest Accommodation Standard

Greenhead Country House

Fir Tree



Guest Accommodation

Assessor: Linda Atkinson

Visit date: 09 Jul 2008

Visit type: Day

QiT No: 77720

Executive Summary

Summary

Under the British Common Standard for Guest Accommodation, Greenhead Country House achieves a Four Star Guest Accommodation rating.

One feature of the standard is that the key areas of the business; cleanliness, hospitality, bedrooms, bathrooms and breakfast must be of an equivalent quality to the overall rating awarded. The majority of these areas should, therefore, meet or exceed the quality expected at a particular star level for that rating to be achieved. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

The Greenhead Country House continues to provide very comfortable accommodation with many repeat bookings. Good to read the many favourable guest comments which are obviously reflective of the high standards of hospitality provided by the owners. Best wishes for the continued success of the business

Physical areas

Understand all stationery and web site advertising has now deleted the word 'Hotel'. Signage still bears the word 'Hotel' and may be confusing for guests. Strongly recommend replacing the signs when time and finance allow. Good to hear of intentions to start upgrading all TVs to flat screens

Service and hospitality

As these aspects cannot be fully tested during a day visit scores have been carried over from last year's overnight assessment.

Rooms seen

All rooms viewed except Room 2 as still occupied

Fire risk assessment

In line with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006, a copy of the Fire Risk Assessment for the premises was seen by the assessor. The assessor is not able to comment on the content of the assessment.

Minimum Entry Requirements

Standard: Guest Accommodation

Designator: Guest Accommodation

Rating: Four Star

Specialities:

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all 'Minimum Entry Requirements'. Also any 'Additional Requirements' or 'Key Requirements' needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

At the time of the visit all 'Minimum Entry Requirements' and 'Additional Requirements/Key Requirements' were provided.

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

Quality Scores

Please note for a day visit to your establishment. The table on this page shows all key areas that help to confirm your final quality rating. The areas of food, hospitality and service are only assessed on an overnight basis and remain unchanged on a day visit. Cleanliness scores are assessed, but not scored any higher than the last overnight visit. Only exterior, public areas, dining room, bedroom and bathroom scores can be amended, up or down, and reported upon in this document.

	Score (%)	Level
Overall	76	Very Good
Cleanliness	80	Very Good
Hospitality	85	Excellent
Breakfast	70	Very Good
Bedroom	74	Very Good
Bathroom	63	Very Good

Visit Report

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Exterior (3.5 - Common Standards Reference) Very Good (80%)

Buildings Very Good

Buildings, paintwork, signage and hanging baskets etc	<i>Very Good</i>	Property well maintained and presented in very good repair with signage clearly displayed
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Grounds / gardens Very Good

Frontage / initial impression	<i>Very Good</i>	
Lawns and planted areas	<i>Very Good</i>	Gardens well tended and very colourful

Car parking Very Good

Signage and illumination	<i>Very Good</i>	Effective exterior lighting
Car park surface (marking of bays as appropriate)	<i>Very Good</i>	Ample parking provision with spaced clearly indicated

All Public Areas (3.8 - Common Standards Reference) Very Good (76%)

Decoration Very Good

Decoration	<i>Very Good</i>	Decor continues to be well maintained with the exposed stonework adding character
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Furniture, fittings and furnishings Very Good

Furniture	<i>Very Good</i>	Table suitable for registration purposes. Comfortably appointed lounge with separate bar area
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Fittings and soft furnishings	<i>Very Good</i>	
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Flooring Very Good

Flooring	<i>Very Good</i>	Tiled entrance porch with well fitted carpets in public areas presented to a high standard
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Lighting, heating and ventilation Very Good

Lighting	<i>Very Good</i>	
Heating and ventilation	<i>Very Good</i>	Background heating supported by wood burning stove which will provide a warm and cosy welcome in the cooler weather

Space, comfort and ease of use Very Good

Space, comfort and ease of use	<i>Very Good</i>	Ample seating for guests with the card table in the bar an additional facility
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Stairs, corridors, landings and public WC Good

Stairs, corridors, landings and public WC	<i>Good</i>	Spiral staircase may be hard to negotiate for some guests but understand bookings to these rooms well managed
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Dining Room or Restaurant (3.9 - Common Standards Reference)**Very Good (80%)**

Decoration			Very Good
Decoration	<i>Very Good</i>	In very good decorative order with pictures and personal effects enhancing appearances	
Furniture, fittings and furnishings			Very Good
Dining furniture, tables and chairs	<i>Very Good</i>	Substantial tables with comfortable upholstered chairs	
Fittings and soft furnishings	<i>Very Good</i>	Ornaments and grandfather clock of great topical interest	
Flooring			Very Good
Flooring	<i>Very Good</i>		
Lighting, heating and ventilation			Very Good
Lighting	<i>Very Good</i>		
Heating and ventilation	<i>Very Good</i>	Open fire in use in the winter	
Space, comfort and ease of use			Very Good
Size and comfort of dining table and chairs	<i>Very Good</i>		
Room layout and spacing	<i>Good</i>	Tables thoughtfully space for ease of movement though this room is a thoroughfare to other bedrooms and the exit/entrance	

Bedrooms (3.6 - Common Standards Reference)**Very Good (74%)**

Decoration			Very Good
Decoration	<i>Very Good</i>	Papered decor with pictures for relief	
Furniture, fittings and furnishings			Very Good
Furniture	<i>Good</i>	Furniture in good condition and provides ample storage space for clothing. New furniture in Room 2 this year though not seen on the day of the visit	
Fittings and furnishings	<i>Very Good</i>	Thoughtfully coordinated colour schemes	
Flooring			Very Good
Flooring	<i>Very Good</i>	Well fitted carpet provides a very good degree of comfort underfoot	
Beds and bedding			Good
Mattresses, bed bases and headboards	<i>Very Good</i>	Protected mattresses appear supportive with beds of good quality and headboards well fitted	
Bed linen and bedding	<i>Good</i>	Bedding and linen presented to as good standard and encouraging to see pillow protectors now in use	
Lighting, heating and ventilation			Very Good
Lighting levels, controllability and task lighting	<i>Very Good</i>	Illumination well placed	
Provision and controllability of heating and ventilation	<i>Good</i>		
Bedroom accessories			Good
Bedroom accessories	<i>Good</i>	Hospitality tray suitably appointed with bottled water now provided. Good selection of tourist information and new TV with free view channels in Room 7 a great improvement	
Space, comfort and ease of use			Very Good
Space within bedrooms	<i>Very Good</i>	Furniture well placed for ease of movement and guest comfort	
Ease of use of equipment, furniture, windows and power points	<i>Very Good</i>	Power points ideally situated near to mirrors for convenience of hair drying	

Bathrooms (3.7 - Common Standards Reference)**Good (63%)**

Bathrooms (3.7 - Common Standards Reference)			Good (63%)
Decoration			Good
Decoration	<i>Good</i>	Grouting now just beginning to show signs of needing attention but good to hear all well in hand	
Fixtures and fittings			Good
Sanitary ware, fixtures and fittings	<i>Good</i>	Coloured suites but maintained un good overall condition	
Flooring			Good
Flooring	<i>Good</i>	As previously mentioned carpet never the most hygienic of floor coverings	
Lighting, heating and ventilation			Good
Lighting	<i>Very Good</i>	Over mirror illumination well provided	
Heating	<i>Good</i>		
Ventilation	<i>Good</i>		
Towels and toiletries			Good
Towels	<i>Good</i>	Soft absorbent toweling of good quality	
Toiletries	<i>Good</i>	Coordinated range of individual toiletries	
Space, comfort and ease of use			Very Good
Layout and space within the room	<i>Very Good</i>	Bathrooms well designed with all facilities appearing easy to use	
Size and usability of fixtures and fittings (including water pressure)	<i>Very Good</i>		

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitBritain. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.