



Quality in Tourism

Visit Report
Guest Accommodation Standard

Greenhead Country House

Fir Tree



Guest Accommodation

Assessor: Jennifer Bennett

Visit date: 11 Aug 2009

Visit type: Overnight

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.

Greenhead continues to offer very comfortable accommodation and it is easy to see why guests would return. The owners are wished every success.

Physical areas

The property is well signed, but signage still showing the word "hotel" which is confusing for guests. A new sign when finances allow would enhance. Also the web site still refers to "hotel " in the body of the text and must be removed as discussed.

Accommodation is well presented with ground floor room having the luxury of a small garden area with seating. Rooms are well planned and offer valuable space. Spiral staircase could present some problems to guests. Owners manage this well by ensuring guests are well informed at the time of booking.

This year has seen four rooms completed with vinyl floor to bathroom areas. The intention is to laminate the further two bathrooms, as more in keeping with the rest of the decoration. Hair dryers are now provided in all rooms and a micro fibre electric blanket on all beds. A new range of toiletries has been provided and Wi fi is available throughout the house. A new flat screen TV with freeview has been provided in one room, these will be extended to other rooms as finances allow. The property sits well in the four star rating.

Service and hospitality

Hospitality is a real strength of this business, with a very warm welcome. Nothing is too much trouble, and when guests return the owner ensures everything is correct. Local paper offered and code for Wi fi.

Rooms seen

All rooms seen. Room 7 occupied by the assessor.

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, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

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

Overall Standards (2.1 - Common Standards Reference)

Correct registration procedure	Progressing	All guests need to be registered, as discussed, the form could be pre-filled and guest just needs to sign.
--------------------------------	-------------	--

Bedrooms (3.6 - Common Standards Reference)

Fresh milk to be available - consumables wrapped or covered on beverage tray	Progressing	Would suggest a small card on the beverage tray offering fresh milk if required. As discussed.
--	-------------	--

Bathrooms (3.7 - Common Standards Reference)

All bathrooms to be well lit with covered light	Progressing	As discussed, it is essential that all light fittings are now covered. This would be a good time to replace the centre light with a three way bathroom spot unit to enhance the light offer.
---	-------------	--

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	66	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 *Very Good* Building well maintained and clear signage.

Grounds / gardens

Very Good

Frontage / initial impression *Very Good* Entrance area well managed, clearly marked visitor parking and garden area full of colour enhancing that first impression.

Lawns and planted areas *Very Good*

Car parking

Very Good

Signage and illumination *Very Good* Area well illuminated and clearly marked area for parking on a very good surface.

Car park surface (marking of bays as appropriate) *Very Good*

All Public Areas (3.8 - Common Standards Reference)

Very Good (76%)

Decoration

Very Good

Decoration *Very Good* Decoration well maintained and the exposed stone work adds character.

Furniture, fittings and furnishings

Very Good

Furniture *Very Good* Comfortable seating with a small bar area to one end of the lounge with honesty bar in operation.

Fittings and soft furnishings *Very Good* Windows well dressed and quality light fittings enhance the overall ambience.

Flooring

Very Good

Flooring *Very Good* Tiled entrance porch and well fitted carpet to lounge area.

Lighting, heating and ventilation

Very Good

Lighting *Very Good* Well illuminated area.

Heating and ventilation *Very Good* Central heating and a wood burner for the colder months to enhance the overall offer.

Space, comfort and ease of use

Very Good

Space, comfort and ease of use *Very Good* Guests have sufficient space to be very comfortable and a card table in the bar area is an added facility.

Stairs, corridors, landings and public WC

Good

Stairs, corridors, landings and public WC *Good* Metal spiral staircase to upper floor. Other top floor rooms have a standard staircase well maintained.

Dining Room or Restaurant (3.9 - Common Standards Reference)**Very Good (80%)**

Decoration			Very Good
Decoration	<i>Very Good</i>	Again a well maintained area and enhanced with some very interesting pictures.	
Furniture, fittings and furnishings			Very Good
Dining furniture, tables and chairs	<i>Very Good</i>	Solid wooden tables and padded seating.	
Fittings and soft furnishings	<i>Very Good</i>	Area enhanced with well dressed windows and personal items of 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>	Comfortable levels achieved for all guests to enjoy breakfast.	
Table appointment			Very Good
Breakfast	<i>Very Good</i>	Polished tables with well matched crockery and heavy weight cutlery. Area enhanced with fresh flowers. As discussed, some marks to the polished tables, may have to consider a cloth to enhance.	
Space, comfort and ease of use			Very Good
Size and comfort of dining table and chairs	<i>Very Good</i>	Tables large and well spaced for guests to have ample space for breakfast items.	
Room layout and spacing	<i>Good</i>	Dining area is a thoroughfare for the car park and to other bedrooms, but tables have been well placed, taking this into consideration.	

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

Decoration		Very Good
Decoration	<i>Very Good</i>	Room 7 with rough plastered walls well maintained. Other rooms with papered decoration.
Furniture, fittings and furnishings		Very Good
Furniture	<i>Good</i>	Good quality furniture offering ample storage. Rooms with comfortable chairs. Room 2 has new chairs and stool to match. Would suggest, the drawers would be enhanced if lined. As discussed.
Fittings and furnishings	<i>Very Good</i>	Large windows with blinds for privacy. Windows well dressed.
Flooring		Good
Flooring	<i>Good</i>	Most carpet wearing well and offers sufficient comfort underfoot. As discussed the edges are showing wear and need attention.
Beds and bedding		Very Good
Mattresses, bed bases and headboards	<i>Good</i>	Good quality beds with well protected mattresses and pillows. Headboards well fixed, but would suggest long term, headboards need to be replaced with a hard surface for ease of cleaning. Room 7 bed needs to be replaced as discussed.
Bed linen and bedding	<i>Very Good</i>	Bedding well coordinated, fresh and well presented.
Lighting, heating and ventilation		Very Good
Lighting levels, controllability and task lighting	<i>Very Good</i>	Bedrooms well illuminated with well placed lighting.
Provision and controllability of heating and ventilation	<i>Good</i>	Rooms with central heating, but some radiators difficult to reach.
Bedroom accessories		Good
Bedroom accessories	<i>Good</i>	A well stocked tea tray including fruit teas and teapot. Hair dryer and bottled water supplied. Would suggest the provision of biscuits would further enhance.
Space, comfort and ease of use		Very Good
Space within bedrooms	<i>Very Good</i>	Bedrooms have been well designed to offer guests sufficient room. Power points well placed to allow ease of use.
Ease of use of equipment, furniture, windows and power points	<i>Very Good</i>	

Bathrooms (3.7 - Common Standards Reference)**Very Good (66%)**

Decoration			Good
Decoration	<i>Good</i>	Bathrooms in good order. Need to ensure sealant and grouting remains well maintained, Room 7 needs attention also sealant to the edges of the baths. As discussed.	
Fixtures and fittings			Good
Sanitary ware, fixtures and fittings	<i>Good</i>	Bath in Room 7 has marks and a small amount of damage to the bath panel, also shower hose needs to be replaced. The hand basin with two red taps is slightly confusing, as discussed.	
Flooring			Very Good
Flooring	<i>Very Good</i>	Good to see vinyl flooring to most rooms, with plans to finish the last two rooms.	
Lighting, heating and ventilation			Good
Lighting	<i>Good</i>		
Heating	<i>Good</i>		
Ventilation	<i>Good</i>		
Towels and toiletries			Good
Towels	<i>Good</i>	100% Egyptian cotton towels, also face flannels provided. Would suggest when next replacing, consider a bath sheet. As discussed.	
Toiletries	<i>Good</i>	A well coordinated range of toiletries and a hand pump liquid soap.	
Space, comfort and ease of use			Very Good
Layout and space within the room	<i>Very Good</i>	Bathrooms have been well designed and offer useful space for guests to use the facilities with ease.	
Size and usability of fixtures and fittings (including water pressure)	<i>Very Good</i>		

Cleanliness (3.2 - Common Standards Reference) Very Good (80%)

Public areas		Very Good
Public areas	<i>Very Good</i>	Cleanliness standards were very good, with areas well cleaned and polished.
Dining room		Very Good
Dining room	<i>Very Good</i>	
Bedrooms		Very Good
Bedrooms	<i>Very Good</i>	Bedrooms well cleaned, just need to ensure where open windows, shelves are well cleaned to remove blown in dust and any cobwebs.
Bathrooms		Very Good
Bathrooms	<i>Very Good</i>	Bathrooms have been given attention, but would suggest the skirting needs to be re-painted in the rooms with new flooring as discussed.

Hospitality and Friendliness (3.3 - Common Standards Reference) Excellent (85%)

Booking and arrival hospitality		Excellent
Telephone manner at the time of booking	<i>Very Good</i>	Very chatty and friendly.
Warmth of welcome on arrival	<i>Excellent</i>	Warm welcome in the car park. Luggage taken and friendly conversation throughout. Offer of tea on arrival.
Departure hospitality		Very Good
Hospitality on departure	<i>Very Good</i>	Very friendly, again with general conversation.
Dinner and general hospitality		Very Good
General hospitality	<i>Very Good</i>	Very caring and hospitable at all times.
Breakfast hospitality		Very Good
Hospitality at breakfast	<i>Very Good</i>	Warm welcome to breakfast and general conversation

Service and Efficiency (3.4 - Common Standards Reference)**Very Good (75%)****Booking and arrival service****Very Good**

Call answered promptly (date and time)	Yes	3 rings, 1st August 8.25pm
Personal details recorded	Yes	Only name taken, would suggest the phone number is required, should the customer need to be contacted.
Room style offered and price quoted	Yes	Single en-suite £60 including breakfast.
Directions offered	Yes	Very quick, post code checked, and on the main road.
House policies outlined	No	
Quality of booking (service)	Good	Very quick booking, would suggest details are confirmed at the end of conversation.
Directed or escorted to bedroom	Yes	
Assistance offered with luggage	Yes	
Quality of arrival procedure (service)	Very Good	Guests well considered with places to eat, times of breakfast, all covered easily and without pressure.

Departure service**Very Good**

Service on departure	Very Good	Receipt produced with ease and offer of help with luggage gratefully accepted.
----------------------	-----------	--

Dinner and general service**Very Good**

General service (services tested)	Very Good	Further request for places to eat, phoned and made reservation.
-----------------------------------	-----------	---

Breakfast service**Good**

Service at breakfast	Good	Breakfast order taken and cooked breakfast produced in good time. Would suggest a check back to ensure nothing further was required.
----------------------	------	--

Food Quality (3.10 - Common Standards Reference)**Very Good (70%)****Breakfast food choice and presentation****Good**

Range and balance of menu (cooked, continental and house specials)	Good	As discussed, a breakfast menu in the room would ensure guests have considered the choices available.
Food presentation	Good	Buffet table well presented, cereals, juice and grapefruit segments.

Breakfast food quality**Very Good**

Starter, hot beverages, preserves and toast (items sampled and quality)	Good	(juice, tea, toast and preserves.) Tea well presented hot water supplied. Portioned preserves and a selection of better quality jars.
Main dish (items sampled and quality)	Very Good	(bacon, sausage and egg) Bacon thickly sliced and very tasty. Local produced used all the time.

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.