



Quality in Tourism

Visit Report

Guest Accommodation Standard

Greenhead Country House

Fir Tree

★★★★ Guest Accommodation 76%

Assessor: Mark Robertson

Visit date: 02 Jun 2010

Visit type: Day

QiT No: 77720

Cleanliness (3.2 - Common Standards Reference)	Score
Cleanliness - Public areas	4
Cleanliness - Dining room	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
	80%
Hospitality and Friendliness (3.3 - Common Standards Reference)	Score
Booking and arrival hospitality	5
Dinner and general hospitality	4
Departure hospitality	4
Breakfast hospitality	4
	85%
Service and Efficiency (3.4 - Common Standards Reference)	Score
Dinner and general service	4
Booking and arrival service	4
Departure service	4
Breakfast service	3
	75%
Exterior (3.5 - Common Standards Reference)	Score
Buildings	4
Grounds, gardens and frontage	4
Car parking	4
	80%
Bedrooms (3.6 - Common Standards Reference)	Score
Decoration	4
Furniture, fittings and furnishings	4
Flooring	3
Beds and bedding	4
Lighting, heating and ventilation	4
Bedroom accessories	3
Space, comfort and ease of use	4
	74%
Bathrooms (3.7 - Common Standards Reference)	Score
Decoration	3
Fixtures and fittings	3
Flooring	4
Lighting, heating and ventilation	3
Towels and toiletries	3
Space, comfort and ease of use	4
	66%
All Public Areas (3.8 - Common Standards Reference)	Score
Decoration	4
Furniture, fittings and furnishings	4
Flooring	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
Stairs, corridors, landings and public WC	3
	76%
Dining Room or Restaurant (3.9 - Common Standards Reference)	Score
Decoration	4
Furniture, fittings and furnishings	4
Flooring	4
Lighting, heating and ventilation	4
Table appointment	4
Space, comfort and ease of use	4
	80%
Food Quality (3.10 - Common Standards Reference)	Score
Breakfast food choice and presentation	3
Breakfast food quality	4
	70%
	76%

Key Scores and Sectional Consistencies

Overall

76% = 4 star; safe (70% to 84%)

Cleanliness

80% = 4 star; safe (75% to 89%)

Bedrooms

74% = 4 star; safe (63% to 79%)

Bathrooms

66% = 4 star; safe (63% to 79%)

Hospitality

85% = 5 star; low (85% to 100%)

Breakfast

70% = 4 star; low (70% to 79%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (see Minimum Entry Requirement page in this report for detail)

2. The Star rating awarded will be no higher than the rating achieved in the Overall assessment.

3. Key Area Scores:

At least three of the Key Area sections must achieve or exceed the Star rating awarded. Two sections can fall below the Star rating awarded, but only by one level.

The Star rating awarded will be no more than one band higher than the lowest Key Area score.

4. The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level. Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level. Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

Overall - Safe 4★

Greenhead Country House continues to provide a comfortable and well equipped accommodation and where the established proprietors strive to deliver high standards of hospitality and guest care.

General quality throughout the bedroom stock has been well maintained this year, enabling the re-award of the 4 star rating. The property is extremely well presented and benefits from an ongoing programme of refurbishment and renewal, placing Greenhead Country House comfortably within the 4 star ratings banding for the coming year.

Cleanliness - Safe 4★

As this was a day visit, housekeeping scores have been carried forward from the previous assessment visit.

Bedrooms - Safe 4★

The guest bedrooms are presented to a high standard with a simple decorative finish and very good levels of relief adding interest. Flooring has been upgraded to two of the rooms and affords guests excellent comfort underfoot. Furniture varies in age and design, but is substantial with plenty of drawer and hanging space. Co-ordinated curtains afford good blackout and assist with insulation. Beds are of a very good quality, and are dressed to a high standard using quality patterned cottons. Pillow stock is firm and bulked - well protected. Heating is fully controllable, and lighting is well placed with bedside lamps at appropriate heights and ceiling units affording good room flood. Accessories provided generally in line with expectations at this level - modern technology to some rooms noted. Comprehensive content to the hospitality trays. Guest information is well presented.

Bathrooms - Safe 4★

Established maintenance procedures to older style bathroom facilities with matching sanitary ware and fittings. Critical illumination at the mirrors assists with ease of use aspects, and a new washable flooring to some rooms assists with guest confidence. Toweling quality is very good, and an appropriate range of complimentary toiletries are provided. Consider topping up the liquid soap dispensers between lets to assist with presentation

Highlights

Guests at Greenhead Country House will enjoy a genuinely hospitable welcome on arrival, and spacious well appointed accommodations in a convenient location from which to explore Weardale and nearby Durham City.

Potential for Improvement

The property is well maintained and sits comfortably within the 4 star ratings banding again this year, however, any long term modernisation of older bedroom furnishings and bathroom facilities in general would assist in strengthening the overall quality score, should this be the desire of the proprietors.

Rooms Seen

All guest rooms viewed

Minimum Entry Requirements

Standard: Guest Accommodation

Designator: Guest Accommodation

Rating: Four Star

Specialities:

For a rating to be awarded by VisitEngland a property must meet all:

Minimum Entry Requirements

Key Requirements, as appropriate to the Star level

Any Additional Requirements

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

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 VisitEngland. 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@uk.g4s.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.