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## Quality Standards Report

### Visit Summary

An enjoyable stay, a good booking backed up with a warm & genuine welcome to the property. Induction given before the guest was roomed and the offer of cake and tea on arrival was very well appreciated. The public areas are of a very good standard with the open fire adding character & atmosphere. Books, local information & menus are all provided as standard along with Wi-Fi throughout the property showing a real understanding of the needs of the modern guest. Bedrooms present well offering good ease of use, beds are well dressed with throws enhancing this. Beds are comfortable with plump pillows, lighting is good as are levels of storage & access to free power points. Bathrooms are well maintained with good levels of fixtures and fittings. Breakfast is a strong aspect to this guest experience well cooked with quality local food items which gives the guest a great start to their day. Ground and gardens are well maintained and a pleasant feature of the property. Housekeeping continues to be diligent with great attention to detail noted throughout. AA accreditation is confirmed at Three Stars with the continued use of the Bed and Breakfast designator.

#### How the Star Rating is Achieved

Your star rating is reached by assessment of three elements: (1) your Overall Quality (2) Quality Qualifiers (these are five areas of Quality, which are of particular importance - cleanliness, service, bedrooms, bathrooms and food; and (3) your Provision of Services & Facilities. You must provide all the services and facilities for hotel minimum entry (one star) and additionally any services and facilities required for your target star rating. These are all listed in the Quality Standards booklet. All three elements must achieve their required star rating.

**The Old Presbytery Guest House**  
**Guest Experience Report: Overnight visit**

This feedback is based purely on our guest experience and does not have a direct connection to the Quality Standard Grading. Inevitably, some areas will of course overlap. In addition to the aspects that do overlap, these questions represent what many Guest Accommodation properties offer across different designators (B&B, Inn, Farmhouse, Guest House and Restaurant with Rooms) and might form areas of consideration for your business.

**Hospitality & Friendliness**

1	Was the telephone call dealt with in a friendly manner?	The call was dealt with in a friendly manner.
2	Was any additional social conversation made during the telephone call?	Additional social interaction was offered.
3	On arrival was the welcome warm & genuine?	A warm welcome was received on arrival
4	Were you offered welcome refreshments?	Tea and homemade cake offered on arrival.
5	If dinner is not served, were there helpful suggestions for dining out?	Suggestions were made.
6	Does the property have sample menus for local restaurants / pubs?	Various menus available.
7	At dinner, were you served in a friendly manner?	N/A
8	At breakfast, were you served in a friendly manner?	The service at breakfast was friendly.
9	On departure, was there a friendly farewell?	I was wished goodbye upon departure.
10	During the stay was conversation made without prompting?	Good guest interaction throughout the stay.

**Service & Efficiency**

1	Was your telephone enquiry or reservation dealt with clearly and accurately?	This was dealt with in an efficient manner.
2	Was the telephone answered within an acceptable number of rings?	The phone was promptly answered.
3	Were you offered confirmation of your booking?"	Confirmation was not offered.
4	On making a telephone enquiry or reservation was there any additional added value given to this process?	Arrival details and parking was discussed
5	Were you asked how you heard about the property?	I was asked on arrival.
6	Were you offered helpful directions?	Directions were offered.
7	On arrival were you proactively met?	I was greeted at the reception area.
8	Were you asked to register and confirm your details? (was this done in a manner that complies with statutory requirements)	I was asked to register upon arrival.
9	Were dining options discussed?	Locals pubs were discussed.
10	If appropriate, was any assistance with luggage offered or provided?	Assistance was proactively offered.
11	Were you offered useful information about the property (for example: facilities, meal times, names of staff/owner available if appropriate)?	A full explanation was given on arrival.
12	Were you shown to your room and appropriate facilities highlighted?	Escort to room & facilities explained on arrival.
13	Was lounge/bar service attentive?	N/A
14	In the lounge or bar were beverages/drinks well prepared and presented?	N/A



## The Old Presbytery Guest House

### Bathroom Continued

In all bathrooms visited		
7	Was bathroom decor well maintained – walls, tiles, and ceiling?	All in good condition.
8	Was bathroom floor covering in good condition and properly fitted?	In good condition and properly fitted.
9	Were bathroom fixtures and fittings generally in good condition?	All in good condition.
10	Were bathrooms practical and easy to use e.g. shelf space, lighting?	These provided very good ease of use.
11	Were towels of a generous size & of an absorbent quality?	Good quality towels provided.
12	Did the quality of the bathroom toiletries meet with expectations?	Good quality products provided.

### Food Quality

1	Were menus and wine list smartly presented, accurate and error free?	N/A
2	Was food at dinner well presented, of good quality, accurately cooked, and served at the correct temperature?	N/A
3	At breakfast was cold food well presented, appetising and fresh in appearance?	Cold food was very well presented.
4	Were cold plates cold & hot plates hot?	Crockery was at the correct temperature.
5	At breakfast was hot food well presented, of good quality, accurately cooked, and served at the correct temperature?	Well presented, accurately cooked and correct temperature.

### Public & External Areas

1	Is the property well signposted & easy to find on arrival?	Well signposted and easy to find.
2	Does the frontage/entrance make a positive first impression?	Very good first impression.
3	Was the façade of the building free of significant maintenance problems (peeling paintwork etc.)?	Well maintained and in very good condition.
4	After dark does the property provide ample lighting & a sense of security / safety?	Secure with ample lighting.
5	Were any gardens, car park etc neat and tidy?	All external areas neat and tidy.
6	Was signage external & internal logical & informative	Signage logical and informative.
7	Is there a suitable location to register, check in & out?	Done at the reception area.
8	Were any lounges/bars and their contents in good condition?	All in good condition.
9	Was the breakfast/dining room and its contents in good condition?	Well maintained and in good condition.
10	Were public rooms at a comfortable temperature and draught free?	Maintained at a comfortable temperature.
12	Is tourist information provided & up to date?	All information was up to date.
13	Were lighting levels in public areas and corridors suitable for your use?	Good levels of lighting provided throughout.
14	Were corridors, landings and any public toilets and their contents in good condition?	All areas in good condition.

**Missing Minimum Requirements – Please address to retain grading.**

EN; 113314 – VN; 266294

Date of inspection: 19/03/2011