

Quality Assured Assessment Report for

STIRLING MANOR BOUTIQUE GUEST HOUSE - Hartebeespoort, North W

Assessment Date: 28 June 2010
Assessor: Shelby Anderson
Category: Guest House Full Service

Quality Assured

**SUPERIOR
ACCOMMODATION**

Our assessor visited your establishment on the 28 June 2010 and compiled the following report.

Check In

Laurette was waiting for me when I arrived. She showed me in and offered me a cup of tea. In the meantime while getting things out my car, I slammed my finger in the boot of my car. She was very very helpful and hauled out her first aid kit and doctored my finger. She showed me and told me how their bookings work and showed me the system they use for this.

General Efficiency

Brilliant. Everything works like clockwork. They have a butler that is at everyone's beck and call.

Cleanliness

Stirling manor is spotless.

Maintenance

Maintenance is on going. She has staff that are there purely to see to maintenance

Friendliness

Very friendly staff. Laurette is very friendly and hospitable, but keeps her distance from her guests to enable them to do their thing in privacy. She is always available for anything they may need or request

Local Knowledge

Very good. All the staff and Laurette are on or very near the premises and know the area well. She will always advise the guests where to go and what to do while they are there, should they ask.

Service and Efficiency

Very good. Although they dont offer 24 hour service, service is available at least 18 hours a day.

Food Quality

Silver service. Food quality is of the highest standard. Laurette does all the cooking and arranging with the help of her kitchen staff

Bedrooms - room type 1 - space, comfort and decor

The rooms are exquisite. All the rooms have different hand picked and chosen furniture and are decorated differently with tapestry cushions and bolsters, but always using the white linen. Every room has a delicate final touch that makes it unique and special. This lady has class that cannot be bought with any amount of money. All the beds have electric blankets that are put on before guests retire for bed. The robes and slippers are of the highest quality, which she imports for her guests. Each room overlooks the Hartebeespoort Dam and have a stunning view of the yahts and the yaht club. Laurette is a collector of chairs. One can see her fabulous collection of stunning chairs all over the guest house. Although there is not a lot of artwork adorning the walls, she has used the original paintings that she has collected very cleverly and expertedly. I loved the art work. (see photo's)

Air Conditioning: Yes

Fans: No

Heaters: Yes

Extra linen and blankets: Yes. All neatly stored in the cupboards

Hairdryers: yes

Pillow protectors: Yes

Mattress protectors: yes

TV: All TVs in the rooms are new and flat screen.
Dstv: yes
Dustbins in bedrooms: yes
Dustbins in Bathrooms: yes
Carpets: yes
Tiles: No
Wooden floors: no
Mats: yes
Lounge, chairs, table in Bedrooms: yes
Working Desk: Yes
Lamp for the working desk: Yes
Dressing tables: yes
Patio Furniture: yes
Ashtrays for smoking rooms: No smoking rooms
Curtaining, window covers: yes. Beautiful. Thick and well covered
Linen Bags: yes
Lighting: yes as well as stunning bedside lamps all in working order
Information Folders: yes
Suitcase Holders: yes. Most can be used to lounge on too.
Kettle: yes
Tea, coffee, milk, sugar etc: yes inc rooibos tea and decaf coffee.
Tea Cups, mugs teaspoons etc: yes. All
Plugs and adaptors: yes
Phones for internal and external calls: yes
Cupboards: yes. Spacious and have coat hangers.
Safe: Yes
Robes: Yes. Big fluffy and warm
Slippers: Yes.

Bathrooms - room type 1 - space, comfort and decor

All the bathrooms are wonderfully practical. The amenities she has used is of top quality. She has thought of everything. On walking into each bathroom, one is greeted with fresh sweet smelling aroma's that she has chosen for each bathroom.

*Toiletries and amenities supplied: yes

*Face cloths: yes

*Towels: yes. branded and of top quality. There are towels in the bathroom as well as stunnigly placed on the beds, together with fragrance bags.

*Lighting: down lights in all the bathrooms

*Toilet rolls: Toilet paper on the roll nicely folded as well as extra.

*Shaving plugs: yes

* Bathroom robes and slippers: yes

* Heated towel rails in winter. No

Public Areas

There is a communal lounge where guests can watch TV or read a book. A cocktail bar is available for those who want to sit around there are relax in front of a fire place. All these areas overlook the dam.

Building Exterior

Stirling Manor is a face brick building and set back from the road. The building is in good repair and pleasant to look at.

Parking

Safe parking is axailable for all guests within the grounds of Stirling Manor

Gardens/grounds

The gardens and pool area are beautiful and well cared for and maintained

Security

They have 24 hour security.

Overall

Very good. I could see that a lot of time and thought and effort has gone into the planning of this exquisite guest house. Laurette and her husband have travelled the world looking at guest houses and brought back the best of what they have seen and experienced. She has the most beautiful shimmering crystal chandeliers and mirrors all over the guest house which create the illusion that it is much bigger than it is. I was so impressed by the artwork she has used in all the rooms and public areas.

Concerns

I had no concerns