

Quality Assured Assessment Report for Browns Manor - Upington, Northern Cape.

Assessment Date: 01 December 2010
Assessor: Maureen Watkins
Category: Guest House - Dinner By Arrangement



Quality Assured
SUPERIOR
ACCOMMODATION

Our assessor visited your establishment on the 01 December 2010 and compiled the following report.

Check In

Access control gate with speaker phone to Reception. Reception well sign posted. Welcomed. Complete Arrival form with indemnity. Given orientation. Butler takes luggage to your room.

General Efficiency

Opened Dec 2009. 50/50 Corporate / Leisure market. 4 Star TGC. Employ chef/manager, Wiliana, 1 maintenance, 1 gardener, 4 housekeepers and butler - staff in uniforms. Owner managed - Heidi lives on the property in a separate section. Email and telephone enquiries answered promptly by owner and manager. Do have liquor licence. Do have public liability insurance. Registered with the relevant authorities and the local tourism. On Nightsbridge.

Cleanliness

High levels of cleanliness throughout.

Maintenance

Very well maintained. Newly renovated. No concerns.

Friendliness

I was given a warm welcome by all the staff. Very friendly.

Local Knowledge

Well acquainted with local attractions and further afield. Tourist info available. Suggested guest files for rooms and gave sample of ideas.

Service and Efficiency

Offer laundry service - laundry bags provided. Airport transfers - own bus. Children welcome - babysitter available on request. Conferencing up to 30 delegates. Private functions up to 50 guests. Room service on request. Airconditioning. Hairdryers. Electronic safes. Wifi. Wall-mounted, flat TVs with DSTV bouquet. Oil fin heaters. Luggage racks in all the rooms. Honesty mini bars in all the rooms - fully stocked, including snacks and chocolates. Welcome pack of 2 teas, coffee, decaf coffee, hot chocolate, creamer, sugar, sweeteners, long life milk and individually wrapped rusks and biscuits. Tea and coffee served in guest lounge. Drinks served at braai / garden or honesty bar. Turndown service: bedside lamps put on, chocolate, open bedding. Bedrooms cleaned daily. Towels changed daily. Bed linen changed every 2nd day.

Food Quality

Cold breakfast: 2 juices. 3 cereals. Individual fruit yoghurts as well as plain yoghurt served in a bowl. Fresh fruit salad and whole fresh fruit. 3 or 4 breads. Cheeses and a selection of quality cold meats. Muffins. 3 jams. Condiments and spreads. Hot breakfast - served plated: Omelettes with fillings, eggs to order, bacon, boerewors, mushrooms, baked beans and tomato. Selection of fresh coffees and a choice of 4 teas. Offer lunches and dinners on request. Offer packed lunches. Do enquire whether their guests have any special dietary needs. Great dining room - spacious. White linen table cloths and napkins. Best quality white crockery and cutlery. Meals also served outside on request.

Bedrooms - room type 1 - space, comfort and decor

9 luxury, carpeted bedrooms - all have private garden entrances with undercover verandah including patio tables and chairs. One Honeymoon / Executive, 2 family, 1 single and 5 double rooms. Selection of bed sizes - 3 king which convert to twin, queen, double and single. Each room has a different look and feel - all a very good size with great levels of luxury, both elegant and comfortable. Stunning original art on walls. Wingback occasional chair and / or sofa. Desk and chair. Best quality mattresses with protectors. Puffy pillows with protectors as well as

stylish decor cushions and throws. Top quality, white cotton bed linen with duvets and top sheets. Privacy and block out curtains. Bedside lights. Airconditioning.

Bathrooms - room type 1 - space, comfort and decor

Good size bathrooms - 3 with bath and 9 with shower. One bathroom is wheelchair friendly. Spotlessly clean with good toilet paper. Best quality, white towels. All have windows and mirrors. Full range of Deja luxury toiletries including vanity kits, sealed soaps and dispensers. Honeymoon suite has the Kalahari range of toiletries. Lovely bathroom experience with little extra touches.

Public Areas

Big guest lounge with leather sofas and a massive wall-mounted TV with DSTV package. Plush, modern and stylish ambiance.

Building Exterior

Newly renovated - no concerns.

Parking

Within perimeter - secure parking. Some shaded parking.

Gardens/grounds

Substantial size lush, green, tropical garden with Koi pond and fountains. Lots of decking with patio furniture. Undercover braai with TV and music and sofas and chairs. Shaded verandah all around the building - also with patio furniture. The garden extends beyond the house as well.

Security

Access controlled gate to property. Perimeter fence. Guests given remotes. Subscribe to Armed Response. Panic buttons in each room. Lockable entry doors. Suggested Emergency Numbers prominently displayed in writing at kettle and gave sample. Fire extinguishers in place. Torches in rooms in case of power failures.

Overall

Their aim is to give their guests a lot of attention and entertain them. Always aim to meet any special requests.

Commendations

High standards of cleanliness. Peaceful and tranquil. Views of the valley. Luxury accommodation with wonderful hospitality.

Concerns

No concerns.