

Quality Assured Assessment Report for The Village At Fairview - Tzaneen, Limpopo.

Assessment Date: 17 June 2011
Assessor: Vik Balusik
Category: Luxury Lodge



Quality Assured
SUPERIOR
ACCOMMODATION

Our assessor visited your establishment on the 17 June 2011 and compiled the following report.

Check In

Day visit only. Excellent phone answering by Marinda, my visit was well arranged in her absence, ETA was arranged. Very helpful front desk. Stella the housekeeper and Wynand as manager were very helpful on our walk around. No written correspondence was entered into.

General Efficiency

Day visit only, cannot fully comment. Impressions of excellent levels of efficiency. As always, positive and friendly attitude with an organised approach for dealing with enquiries.

Cleanliness

Overall well clean and neat, well maintained. Evidence to attention to detail, methodical cleaning, hygiene. Swept, tidy and neat grounds. Clean window panes, polished window sills. Public areas at main hotel neat and tidy, clean softs, well dusted, no serious concerns of mention found. Main public toilets at bar clean, no concerns. Restaurant tables neatly set. Rooms as visited well aired, fresh smell. Tidy and neat accommodation, spotless softs, fresh linen, well dusted. Bedrooms excellent, polished surfaces, neat, tidy and organized. Bathrooms no concerns found. Gleaming, fastidious attention to hygiene, detail, grouting sound.

Maintenance

Excellent. All areas as visited systematically maintained, items in sound order. Notice of great care being taken. All items of furniture, fixtures, fittings, bathroom ware, appliances as tested in working order. No damages, overlooked items found or noted in areas as seen.

Friendliness

Day visit only. Wynand professional, thorough. Front desk and housekeeping impressions of excellent staff. Refreshments offered.

Local Knowledge

Reception will answer most queries, willing to find out. Generous information material available in designated area. Well presented room information folders.

Service and Efficiency

Not experienced fully, day visit only. All requests dealt with pleasantly. Guests shown to their rooms. Porterage on request. As discussed VIP levels of hospitality, butler service.

Food Quality

Not experienced. LeThaba is upmarket, A la Carte Restaurant on the property, catering for any requirements incl area specialities are the establishment forte. Quality Wine Cellar. In Fairview Hotel, light snacks served in the bar area. As discussed, butler style room service available.

Bedrooms - room type 1 - space, comfort and decor

No changes. Very spacious, excellent design. High degree of comfort, spacious, no obstacles. Easy use of facilities. Luxurious finishes. Door in a modern classic reflecting the notion of gracious Afro colonial era. Wooden flooring or wtw fitted carpet with Oriental carpets. Very good curtains incl blinds for privacy. Excellent light fittings, overall lighting. All units air conditioned. Excellent bedding, mattresses, top quality percale linen, pillows etc. Blanket throw, ornamental cushions. Excellent storage, desks, night stands. Generous quality seating. TV in cabinets. Generous, quality accessories.

Bathrooms - room type 1 - space, comfort and decor

□The same, upmarket. Generous in sizes. Convenient layout. Excellent design, professional finish, to match overall classic theme. Corner spa style baths/jaccuzzi with separate spacious showers. Double basins, generous toiletries storage. Generous, quality lighting of recessed down-lighters. Heated towel rails. Dumb waiter, laundry bag. Very good range of quality towels, bathrobes, face cloths, slippers. Quality toiletries.

Bedrooms - room type 2 - space, comfort and decor

□

Bathrooms - room type 2 - space, comfort and decor

□

Bedrooms - room type 3 - space, comfort and decor

□

Bathrooms - room type 3 - space, comfort and decor

□

Public Areas

□Reception, conferencing facilities, gallery premises, lounge, public bar etc Part of Fairview Hotel. Attractive wedding Chapel.

Building Exterior

□Professionally designed for purpose to upmarket standards. Fresh look. Current design of mildly Mediterranean influence, double storey. Neatly painted. The mud smudged wall at ground floor access can be now attended to, giving wrong impression. Otherwise no neglect, weathering.

Parking

Indifferent in design and finishes covered carport parking close to the accommodation. Golf cart transport.

Gardens/grounds

□The same of very high standards of maintenance, contemporary style landscaping, attractive, well cared for flower beds. Overlooking par 3 golf course.

Attractive features, outdoor ornamentation. Attractive pool area, very good comforts. Outdoor activities can be arranged.

Security

□Access control main gate. Units with mini safes, secure surrounds. Security patrols.

No extra special safety precautions were noted. Extinguishers available. Check if proper fire precautions are in place, appropriate notices for safety and emergencies are properly displayed considering the new Consumer Protection Act.

Overall

□Establishment to ensure that all public liability, insurance, municipal bylaws, laws, rulings are complied with. Most concerns, suggestions were discussed. Staff were informed on their proposed AA QA status and category.

Upmarket, imposing Villa style establishment, elegant and secluded. Attractive accommodation, well designed, elegant ageless with personalised touches decor and quality comforts, appointments throughout.

The above establishment AAQA status is proposed as Superior endorsement and subject to approval by the AAQA committee.

o□Remember to use the Specials Feature on www.aatravel.co.za and sign-up as well for the quarterly newsletter on

http://www.aatravel.co.za/index.php?p=trade_emails

o□See your listing on www.aatravel.co.za (Guest Reviews). Encourage guests to REVIEW IT! Your direct link (to send to guests) to this is

<http://www.aatravel.co.za/index.php?p=feedback&id=TH8798>

o□Be mindful of the Consumer Protection Act and take professional legal advice; a basic overview is available on:

o□<http://www.dti.gov.za/publications.jsp?year=2010&subthemeid=>

Click on Part 1 , Part 2 and Part 3 under the heading

Commendations

□

Concerns

□

Web Review

□