



AA Quality Assured Accommodation Programme

Assessment Report



AnnVilla Guest House

Assessment Date: 09-10-2014
Assessor: Vik Balusik
Category: Guest House

THE AUTOMOBILE ASSOCIATION OF SOUTH AFRICA NPC
AA Quality Assured Accommodation Programme
Denis Paxton House, Kyalami Grand Prix Circuit
Allandale Road, Kyalami
Tel: (011) 799 1000, Fax: 086 524 2251
Email: marilynn.cavendish-d@aasa.co.za

Our Assessor visited your property on 09-10-2014 and compiled the following report:

Check-In

Day visit only. Front desk: Prompt, professional phone answering by Monique; timeously confirmed my visit details. Very positive and friendly attitude. Excellent first impressions. I was warmly welcomed by Monique and Mrs Styger: memorable. As experienced previously, simple but efficient registration form. Guests are shown to their units, amenities explained.

General Efficiency

Day visit only, cannot fully comment. No guests on my arrival were encountered. Impressions of excellent levels of efficiency: a highly organised approach for dealing with enquiries. Taking pride in prompt verbal and written communications, messages promptly responded to.

Cleanliness

As always: exceptionally well cleaned and neat, gleaming. Evidence to attention to detail, methodical cleaning, hygiene. Swept, tidy and neat grounds. Clean window panes, polished window sills. Public areas spotless, no overlooked areas. Dining room polished cutlery, tables set for next meal, very tidy. Exemplary accommodation: spotless softs, fresh linen, all areas well dusted. Gleaming bathrooms, fastidious attention to hygiene, detail. Spotless public bathrooms, thoughtfully appointed. All areas well aired. No concerns found.

Maintenance

Excellent standards. All areas as visited systematically maintained, items in sound order. Notice of great care being taken. No overlooked items noted.

Friendliness

Memorable, professional. Monique, front desk staff professionally courteous, neatly attired, well groomed; well-presented staff in elegant uniforms, greets guests with smiles, with proactive attitude. Refreshments offered and promptly served: elegant presentation. Highly personalised attention to guests evident. Mrs Styger, the owner always ensures that she meets me personally.

Local Knowledge

Not experienced. Owner, reception with excellent knowledge gladly provide information, directions. Reception will answer most queries, willing to find out. Generous information material available. Attractive, professionally designed comprehensive room information folders. Smaller but good range of tourist material available.

Service Efficiency

Day visit only. Highly discreet attention to guests' well being, going the extra mile. My lunch service was exemplary.

Bedrooms (Type 1)

Memorable, elegant, highly upmarket. General details as before. Improved in minor detail, new headboards. New 'Queen' wing with 10 units wing now completed to the same standards: rooms slightly smaller without losing the same comforts; incl 1x partially s/catering nook for convenience; 1x UA wheel chair friendly; 1x family unit. All units: the same, excellent standards maintained. All purpose constructed and thoughtfully appointed as per owners' expectations from their experiences. Very spacious, excellent, sensible floor layouts. Own entrances off covered stoep. Custom made quality finish furniture classic modern design, all required items present. Convenience, well stocked beverage station, build in enclosed fridge. Spacious writing desk, matching luggage bench. Spacious 2 door armoire style cupboard with hotel wooden hangers. Convenient full framed mirror on the wall. Very comfortable occasional seating. Beds: all with quality headboards, extra large (Queen size in new wing), raised bed

sets of excellent qualities with protector, comforter. Linen: excellent quality percale, pillow protectors, excellent pillows. Summer and winter duvets, spare winter blankets. Well planned, mood setting recessed lighting on dimmer, correct height tall bedside lamps. Wooden laminate flooring, attractive rugs. Fully lined quality curtains on tie backs, day voile for privacy. Fully air conditioned. Generously appointed with quality accessories incl attractively presented hospitality tray incl cafetere, home baked biscuits, thoughtful storage basket with remote controls, keys. Good supply of reading matter. Decor classic modern, elegant, excellently coordinated with style, subdued pastel wall tones, quality fabrics. Framed better qualities artwork, oils. Thoughtfully installed built in generous wall sockets, light switches. Overall of excellent, seldom seen thoughtful appointments.

Bathrooms (Type 1)

No changes. Modern and elegant, commendable. Queen wing appointed to the same standards. All similar, highly coordinated. Very spacious for 2 persons, excellently appointed with sensible thought. Fully tiled, high quality finishes throughout. B&C free standing bath, elegant, spacious vanity unit granite topped, spacious, generous storage in drawers. Sunken round basin. Large attractively framed mirror. Separate alcove with WC and spacious corner, glass fronted modern shower. Quality sanitary ware, chrome fittings. Excellently lit, thoughtfully installed blue pilot light for night. Attractively presented quality accessories, toiletries, generous. Tissue box. Gown, slippers; full set of heavy knap toweling. Heated towel rack.

Public Areas

Large historical house restored and reconstructed to excellent standards. The same details, enlarged semi open plan dining room. Entrance with neat reception, counter and small office. Leading into spacious dining room and small informal lounge; smaller, corner bar. All appointed in exquisite taste. Noticeable pieces of stained windows by Annemarie. Quality collection of collectable and antique furniture pieces, heirlooms. Intriguing display cabinets with valuable porcelain collection. Numerous original pictures and paintings, quilts. Excellent accents, detailing. All in exquisite good taste. Naturally well lit with thoughtful, atmospheric lights, chandeliers, picture lamps. Quality original sprung flooring, generous Oriental carpets, rugs. Now with well appointed conference room. Highly memorable.

Building Exterior

Freshly painted, no weathering, fresh look. Noticeable architecture. Original spacious family home in older suburb renovated, extended for purpose while retaining its original heritage design. Attractive, classic modern street frontage. Opening into spacious inner courtyards quadrangle complete with balustrade stoeps. The corrugated roofing features retained.

Parking

Enlarged. In enclosed property. Street front paved arrival area. Controlled access to open grounds behind buildings, in the open.

Grounds & Gardens

Attractive street frontage, discreetly signposted. Large suburban, fenced in property. Neatly trimmed large lawns, shrubbery, indigenous trees. Well maintained beds; very well paved paths, very good lighting. Attractive central courtyard complete with classic urn fountains, BBQ facility .

Security

Controlled access with intercom. Electric gate with remote for each guest; domestic security. Burglar bars on windows. Rooms with security bolt, peep holes on doors. Laptop safes in cupboard. Extinguishers installed.

Food Quality

The light Chicken Salad lunch was excellent: lovely plate presentation, quality ingredients, skillful preparation. Dietary preferences noted.

Overall

Establishment to ensure that all public liability, insurance, municipal bylaws, laws, rulings are complied with. Owner was informed on the proposed AA QA status and category. Memorable, quality accommodation in a gracious, classic villa style home of noticeable historical cultural heritage; recently remodelled on to very high standards with excellent results. The owners created and renovated their dream home to be shared with discerning guests. The above establishment AAQA status is proposed as Superior endorsement in their category and subject to approval by the AAQA committee.

Commendations

Appointed to commendable standards with sensible detailing, ergonomics, accessories and practical facilities seldom seen. Highly comfortable, spotless, excellent service, hands on management evident.

Concerns

None found.

Web Review

Attached to this report is the New AA Quality Assured Accommodation logo and insignia for your establishment and it is a good idea to have the correct AA Logo placed on your website. Please use this well recognised marketing tool on other websites as well. It is always good to present your AA endorsement across the board.