



Quality in Tourism

Visit Report

Self-Catering Standard

**Suhaili**

Mudeford

**★★★★ Self Catering 89%**

*Gold Award*

**Assessor: Jane MacEwan**

**Visit date: 04 Feb 2010**

**Visit type: Day**

**QiT No: 544017**

Group/Unit Name: Suhaili

	Score
<b>Exterior (1 - Common Standards Reference)</b>	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	4
Environment and Setting	4
	80%
<b>Cleanliness (2 - Common Standards Reference)</b>	
Cleanliness - Living and dining area	5
Cleanliness - Bedroom	5
Cleanliness - Bathroom	5
Cleanliness - Kitchen	5
	100%
<b>Management Efficiency (3 - Common Standards Reference)</b>	
Pre-arrival information including brochure	4
Welcome and arrival procedure	4
In-unit guest information and personal touches	4
	80%
<b>Public Areas (4 - Common Standards Reference)</b>	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	5
	96%
<b>Bedrooms (5 - Common Standards Reference)</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	5
Space, comfort and ease of use	4
	82%
<b>Bathrooms and WCs (6 - Common Standards Reference)</b>	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	88%
<b>Kitchen (7 - Common Standards Reference)</b>	
Decoration	4
Flooring	5
Furniture, fixtures and fittings	5
Lighting, heating and ventilation	5
Electrical and gas equipment	5
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	5
Space, comfort and ease of use	5
	95%
	<b>89%</b>

### Key Scores and Sectional Consistencies

#### Overall

89% = 5 star; low (87% to 100%)

#### Cleanliness

100% = 5 star; high (90% to 100%)

#### Public Areas

96% = 5 star; safe (87% to 100%)

#### Bedrooms

82% = 4 star; safe (75% to 86%)

#### Bathrooms

88% = 5 star; low (87% to 100%)

#### Kitchen

95% = 5 star; safe (87% to 100%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1 All Minimum Entry Requirements must be met. (see Minimum Entry Requirement page in this report for detail)

2 The Star rating awarded will be no higher than the rating achieved in the Overall assessment.

3 Key Area Scores:

All Key Area sections must achieve or exceed the Star rating awarded.

4 The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level. Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level. Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

### **Overall - Low 5★**

Suhali achieves a Four Star Gold rating. The bungalow is set in a quiet area and within reach of all local amenities. The property is presented to high levels throughout with attention to detail.

### **Cleanliness - High 5★**

Excellent levels of house keeping throughout.

### **Public Areas - Safe 5★**

Wooden flooring in the lounge area of the open plan living area and ceramic flooring in the conservatory are both in excellent condition. Decoration is in very good condition throughout the property. The property is fully centrally heated with thermostatic radiators. High quality settees and furniture through out the sitting areas. Through this open plan area there is effective lighting from the spot lights.

### **Bedrooms - Safe 4★**

The bedroom a are well presented with quality furnishings and fittings. The beds are comfortable and present well. The rooms have excellent spot lighting and thermostatic heating.

### **Bathrooms - Low 5★**

The bathroom and en-suite has tiling wall and floor, with pebbles directly under the shower. Sanitary ware is modern and in very good condition. Over mirror lighting and effective spot lighting along with ladder towel rails. Towels of a very good quality and condition are provided.

### **Kitchen - Safe 5★**

Kitchen has tiling in excellent condition. The kitchen has been fitted out with high quality modern units and is presented to a high standard. The property has a separate utility which has plenty of room for movement and houses the washing machine and tumble dryer, along with the usual utility equipment.

The china, cutlery , glassware and stainless steel pans are all in very good condition. The kitchen layout allows for easy access to make this a very practical set up.

### **Highlights**

The property is set in a quiet residential area and within easy reach of all local facilities and the beach. The garden is private with a separate garden room with comfortable seating.

### **Potential for Improvement**

The owner is happy with the grading and works hard to ensure the current standards are maintained.

## Minimum Entry Requirements

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**Unit:** Suhaili  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star Gold

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements  
Key Requirements, as appropriate to the Star level  
Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

### *Notes for Proprietors / Managers*

*The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitEngland. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.*

### *PLEASE NOTE*

*The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism ([QualityInTourism@uk.g4s.com](mailto:QualityInTourism@uk.g4s.com), Tel 0845 300 6996). A separate charge is made for an appeal assessment.*