

AA QUALITY ASSURED VISIT 2009

VISIT TYPE	RENEWAL:	**	NEW QA:	AWARDS:
ESTABLISHMENT NAME	BARBERTON MANOR G/ HOUSE		RESTYPE	BBGHS (3 rooms)
TOWNNAME	BARBERTON		ASSESSOR	VIK BALUSIK
CONTACT PERSON	JORIEN SOUDAN		VISIT DATE	03.11.2008
CONTACT DETAILS	Tel No: 013 712 4826		email :	office@barbertonmanor.com
			web site :	www.barbertonmanor.com
Grading or AA Endorsement: SUPERIOR	Payment option (A): Copy - confirmation of payment Date & Amount:		Jpeg / Brochure	YES YES
	Payment option (B): Cheque for assessment attached Date & Amount:		Pocket Directory	NO

CATEGORY	Excellent	Very Good	Good	Fair	Poor	N/A
Check-in and General Efficiency	*					
Day visit only. As always: phone promptly answered. ETA was arranged for day visit. Welcomed on the entrance verandah by Jorien in a warm, polite and welcoming manner. As always: Jorien was impeccably groomed, elegant. Mister and Master Soudan greeted me in a respectful, polite manner.						
Cleanliness	*					
Excellent: no concerns. Property is maintained to excellent standards. Exteriors: in excellent condition, no weathering. Public areas: neat and tidy. Grounds: very clean, swept, tidy, organised – no overlooked areas. Interiors- public areas: neat, tidy, fresh smell, methodically and regularly cleaned. Bedrooms: fastidious attention to cleanliness, no traces of dust; polished surfaces, no marks everything neatly arranged. Very high attention to detail. Bathrooms: fastidious attention to hygiene. Gleaming; well aired. Softs with no marks, blemishes or wear.						
Hospitality, Friendliness and Local Knowledge	*					*
Day visit only: refreshments offered, elegantly served. As discussed: the same. Very high level of personal attention to guests, friendly; professional manners. Very good local knowledge. Excellent information material available.						
Service/Efficiency						*
Not experienced. As noted: a very efficient establishment.						
Food Quality						*
Not experienced. Dinners on request: served only by special arrangement. Quality table settings, handmade quality glassware, 'Port Marion" style decorative crockery, nickel/bronze plated cutlery canteen. Choice of table decorations, settings.						
Bedrooms / Space/comfort and decoration	*					
No changes, the same. Excellent thoughtful comforts, detailing. Excellent upkeep. Elegant décor with notable continental individuality. Quality bedding, very good bed make up. Sound mattresses and sprung bases. Decorated, interesting bed frames generous spare blankets and pillows; all beds with headboards. Good seating comforts. Furniture: upmarket domestic: combination of antique and modern, quality furniture pieces and specially selected for each room. Number of ornaments, bric a brac, framed art. Oil heaters and controlled ceiling fans; additional panel heaters and electric blankets installed. With deference to the historical structure and environmental reasons, no air conditioners. Generous basket with snacks. Handmade coat hangers, pot pourri, floral arrangements.						
Bathrooms / Space/comfort and decoration	*	*				
No changes. Face cloths and hairdryers on request. Quality bath and hand towels, bath mats, pool towels. Personalised hospitality PVC bottles: range of shampoo, lotion and foam. Ear buds and cotton ball puffs, tissues. More available. Bathroom with weight scale. One bedroom (Bafuri) the semi enclosed toilet should for ventilation have at least extractor.						

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CATEGORY	Excellent	Very Good	Good	Fair	Poor	N/A
Public Areas	*					
Quality home of true classic manor atmosphere. No changes. Décor: upmarket domestic, elegant; incl display of over 40 different, intrinsic clocks. Very comfortable lounge seating upstairs on the large landing. Choice of areas seating with good privacy levels. Generous outdoor seating on the verandah.						
Grounds, Parking, Gardens and Security		*				
No major changes: somewhat improved again with preserved areas of the original landscaping and features. Clean covered pool. Flower beds excellently well maintained, neat driveway, well and discretely lit. Cement brick paved, again painted kerbs, step. Parking in a safe environment in the open; close to accommodation.						
Overall	**					
Commendations and/or Concerns <i>(Please give any other views on this property)</i> *						
Elegant, historical property of manorial qualities, very well restored and excellently maintained on a ongoing basis - noticeable. Consistent upmarket qualities. Large VIP segment of international and business clientele.						
Commendations. <i>(Unchanged)</i>						
<ol style="list-style-type: none"> 1. Gracious ageless classic upmarket accommodation with excellent detailing and coordination. 2. Owners house proud, fastidious attention to detail, maintenance and hygiene. 3. Attractive, intrinsic furniture pieces, comfortable. Quality bedding. 						
Concerns.						
<ol style="list-style-type: none"> 1. The same: consider to have covered, more secured parking to be available on request for those guests who seek security, peace of mind. 2. Bafuri Bedroom WC should have extractor and be fully enclosed. 						
<i>No other concerns were found.</i>						