



AA Quality Assured Accommodation Programme

Assessment Report

Vincent Valley Lodge

Assessment Date: 03-10-2018
Assessor: Garth Maxwell
Category: B&B/Guest House with Self-Catering

Our Assessor visited your property on 03-10-2018 and compiled the following report:

Check-In

A well organised, neat and presentable reception area. The formalities are promptly and professionally handled by Joey Gratz (manageress). Group booking rates are negotiable. All relevant documentation and registration in place. All bookings controlled by Joey, phone or e-mail. 50% required to secure booking and balance to be paid on arrival.

General Efficiency

Prompt and efficient service in all areas of business.

Cleanliness

All surfaces are well cleaned. No area of clutter. No dust on any surfaces. Beds are well presented and linen well laundered. Bathrooms hygienic and freshly fragrant with shining facilities. Staff are well dressed and ensure all cleanliness and housekeeping standards are well maintained.

Maintenance

The fixtures, fittings, furniture and appliances are all in good condition. Since my last visit the following has been done: The dining room has been moved to where the conference centre was and the old dining room is now part of the manageresses quarters. Normal maintenance taken place e.g. touch-ups etc.

Friendliness

The manageress (Joey Gratz) is courteous and friendly. With this attitude the guests are made to feel comfortable and at ease and soon become regular visitors.

Local Knowledge

Joey is well versed in the area and is more than happy to advise and assist her guests wherever possible. Ample up to date brochures and pamphlets available for guests to peruse.

Service Efficiency

Laundry is done on request at R50.00 per load. Two full time housekeepers take care of the servicing of the units. Towels are changed every day and linen is changed on Monday and Friday or on departure. Irons, ironing boards and hairdryers are all available on request. Free internet available in all rooms. Children and dog friendly. Dinner can be served in rooms if requested.

Bedrooms (Type 1)

There are three floors to this establishment. On the middle deck are rooms 1,2, &3 . They mainly consist of : double or single beds (one has an anti room with a double bunk), headboards, matching side cabinets and lamps, tiled floor with mats, ample cupboard space, T/V with DSTv hotel package, ceiling fan with light or a floor fan, heater, microwave, bar fridge, two easy chairs, desk and mirror, tea and coffee facilities. Rooms 4+5 are downstairs and have more or less the same facilities except they are fully equipped for self catering. The dining/kitchen area may be used by guests in Room 6 for self catering purposes. This room also has the same facilities as the rest. All the rooms have attractive curtains, well placed furniture and effective lighting, creating a relaxing ambiance.

Bathrooms (Type 1)

Depending on the unit the bathrooms consist of a shower, toilet and basin, others have a shower, separate bath, toilet and basin and then others have a shower, separate bath, toilet, bidet and basin, All are neatly tiled and clean with good quality amenities. Dispenser soap at basins and wrapped soap in showers. Full range of towels provided. All facilities well placed for easy access and ample lighting for purpose. Adequate ventilation.

Public Areas

A long wooden deck runs nearly the length of the house onto which some of the rooms open.

Building Exterior

The exterior of the building has been well maintained with no signs of deterioration. Good maintenance plan in place.

Parking

Ample safe off street parking behind high electric gates. Well lit area.

Grounds & Gardens

Well established garden area with a fish pond, trees, bushes, shrubs, hedges and pot plants. The garden has been landscaped to include a herb garden and a railway sleeper walkway across the pond which is very attractive. A gardener tends to the garden 4 times a week, keeping it in pristine condition.

Security

The downstairs portion of the house is protected by lockable sliding metal gates. The property is fenced all round. "Trellidors" have been installed across the bedroom exterior doors. CCTV covers the front gate.

Food Quality

(Not sampled) The dining room (old conference centre) has three round metal tables which are set with good linen, napkins, crockery &, cutlery, covered chairs to match, ceiling fan with light, interesting maps on the walls and a serving hatch from the kitchen through which the food is served. A counter displays all the self serve items such as cereals, fruit, yoghurts, juices, jams, muffins, tea and coffee. The hot breakfasts are made to order and served plated. Dinner and lunch are available on request. The cost of dinner is R110-00 for a 2 course meal which includes a juice and can be served in the room.

Overall

A quiet suburb and tranquil atmosphere together with comfortable accommodation, good food and and efficient service, ensures that guests have a memorable stay at this establishment.

Commendations

The high standards are always well maintained and the high occupancy rate shows how popular this establishment is.

Concerns

None

Web Review

Good web site with the AA logo being prominently displayed. This site is a true reflection of what the establishment has to offer.