



Quality in Tourism

Quality Report

Guest Accommodation Standard

The White Horse Inn

Clun

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Inn

Walkers & Cyclists Welcome

Assessor: Pauline Watkins

Visit date: 07 Mar 2007

QiT No: 15946

Executive Summary

Heating quality improved and easily controlled by guests

Preferable if dressings tables available for guests use

Have improved storage for guests items in bedrooms

Now provide individual toiletries

Have completed additional dining area which is ideal both in evening and for breakfast

Under the British Common Standard for Guest Accommodation, The White Horse Inn achieves a [Three] Star [Inn] rating.

One feature of the Standard is that the key areas of the business (housekeeping, hospitality, bedrooms, bathrooms and breakfast) must be of an equivalent quality to the overall rating awarded. The majority of these areas should therefore meet or exceed the quality expected at a particular star level for that rating to be achieved.

Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Deficiency Report

Standard: Guest Accommodation
Designator: Inn
Rating: Three Star
Specialities: Walkers & Cyclists Welcome

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all the minimum entry requirements and must also provide sufficient quality to meet the minimum requirements for One Star, in all areas of the Operation.

At the time of the visit this property met all of the minimum entry requirements and/or qualifiers needed for the advised rating.

Cyclists Welcome

Lockable, covered bicycle storage

Quality Report

3.5 Exterior

Buildings **Quite Good**

Condition of buildings, paintwork, signage & Hanging baskets etc *Quite Good* Unable to provide hanging baskets this year

Grounds / Gardens **Quite Good**

Frontage / Initial impression *Good* Building works completed so improved

Lawns and planted areas (Consider season) *Quite Good*

Service & Refuse areas *Quite Good*

3.6 Bedrooms

Decoration **Very Good**

Decoration *Very Good* Redecoration programme. High quality doors

Furniture, Fittings and Furnishings **Very Good**

Quality & condition of furniture *Very Good* Well matched within rooms

Quality & condition of fittings & soft furnishings *Good* As discussed black out lining would be a good on front rooms

Flooring **Very Good**

Flooring *Very Good*

Beds and Bedding **Good**

Quality and condition of mattress, bed base & headboard *Good*

Quality, condition and presentation of bed linen *Good*

Quality, condition and presentation of bedding (Duvets, pillows, blankets & bed covers) *Good*

Lighting/Heating/Ventilation **Very Good**

Bedrooms well lit (single 160w, double / twin 220w) *Good* Lighting at dressing tables preferable

Quality and controlability of heating & ventilation *Very Good* Heating thermostatically controlled for ease of use

Bedroom Accessories **Good**

Quality and range of bedroom accessories *Good* Gradually introducing full length mirrors and have provided container for used tea bags, as discussed provision of paper tissues recommended

Space Comfort and Ease of use **Good**

Ease of movement around the room *Good*

Ease of use of equipment, furniture, windows and power points *Good* Surface of dressing tables better released for guests own use and this is planned and will be easier with newer style televisions

3.7 Bathrooms

Decoration			Good
Decoration	<i>Good</i>		
Fixtures & Fittings			Very Good
Quality & condition of sanitary ware & fittings (lights, taps, shelving etc)	<i>Very Good</i>	Have provided extra shelving for storage and display	
Flooring			Very Good
Flooring	<i>Very Good</i>		
Lighting / Heating / Ventilation			Good
Lighting	<i>Good</i>		
Heating	<i>Quite Good</i>	Recommend provision of heated towel rail so heated independently	
Ventilation	<i>Good</i>		
Towels & Toiletries			Very Good
Quality & range of towels	<i>Very Good</i>		
Quality & range of toiletries	<i>Good</i>	Improved provide individual toiletries	
Space, Comfort & Ease of use			Very Good
Water pressure and hot water provision	<i>Very Good</i>		
Layout of and space within the room	<i>Good</i>		
Size and usability of fixtures and fittings	<i>Very Good</i>	Glass screening maximises available internal space. Have provided additional storage in shower	

3.8 All Public Areas

Decoration			Quite Good
Bar	<i>Quite Good</i>		
Furniture, Fittings and Furnishings			Good
Bar	<i>Good</i>		
Flooring			Good
Bar	<i>Good</i>	Recommend larger expanse of coconut matting to reduce soiling in bar area	
Lighting/Heating/Ventilation			Good
Bar	<i>Good</i>		
Space Comfort and Ease of use			Good
Reception	<i>Quite Good</i>	As discussed could move registration area from bar to give more privacy especially as hoping to provide table outside bedrooms	
Bar	<i>Good</i>	Improved as more dining space	
Stairs, Corridors, Landings & Public WC's			Quite Good
Decoration	<i>Quite Good</i>	Work still to be done on ground floor	
Furniture, Fittings and Furnishings	<i>Quite Good</i>	Planning to provide table for tourist information	
Flooring	<i>Quite Good</i>		
Lighting/Heating/Ventilation	<i>Quite Good</i>		
Space Comfort and Ease of use	<i>Good</i>		

3.9 Dining Room or Restaurant

Decoration			Very Good
Decoration	<i>Very Good</i>	Inherent features very attractive	
Furniture, Fittings and Furnishings			Good
Dining Furniture / Tables and Chairs	<i>Good</i>		
Fittings and soft furnishings	<i>Good</i>		
Flooring			Very Good
Flooring	<i>Very Good</i>	Varnished slabs provide easily maintained surface	
Lighting/Heating/Ventilation			Good
Lighting	<i>Good</i>		
Heating/Ventilation	<i>Good</i>		
Table Appointment			Good
Dinner	<i>Good</i>		
Breakfast	<i>Good</i>		
Space Comfort and Ease of use			Good
Size and comfort of dining table and chairs	<i>Good</i>		
Room layout and spacing	<i>Good</i>		

Notes for Proprietors / Managers

The copy of our Quality Assessment 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 VisitBritain. 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 Quality Assessment 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@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.