



Quality Standards Report

Eastbourne House GAINSBOROUGH

Summary description of Eastbourne House. The first impression gained from the outside is very good and instantly creates a sense of welcome. The positive feel continues with the dining room and bar area with its high quality furnishings and comfortable well-appointed bedrooms. Housekeeping and cleanliness, which are of paramount importance, are shown to be of a high standard with all areas polished to a shine. Overall impression is very positive, which has been supported, from notes in keeping at this establishment, responses and feedback, being outside the appropriate range. The breakfast menu complemented with several drinks, both specialty and local, all fit in the billiards. Eastbourne House continues to be a great place to stay with a Great House designation.

Summary

Star Rating	★★★★
Designator	Guest House

Date of Inspection	29/06/2011
Type of Inspection	Day Visit
Inspector	Victoria Hobson-Cossey
Discussion with	Mr and Mrs James
Position	Proprietor



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Visit Summary

The focus of this years' day inspection was to assess the physical condition of the property and to assess any significant changes that have taken place since our last inspection. There are numerous strengths at Eastbourne House. The first impression created from the outside is very good and instantly creates a sense of welcome. This positive feel continues with inside the dining room and bedrooms with its high quality decor and comfortable well-maintained bedrooms. Housekeeping and cleanliness, which are of paramount importance was shown to be of a high standard with all areas polished to a shine. Since last inspection, a new toiletry range has been adapted, now more in keeping at this star level, pads/pens and sweeties now complements the accessories range. The breakfast menu now enhanced with summer berries. more specials and towel rail fitted in the bathrooms. Eastbourne House continues to be correctly rated a Four Stars with a 'Guest House' designator.

How the Star Rating is Achieved

Your star rating is reached by assessment of three elements: (1) your Overall Quality (2) Quality Qualifiers (these are five areas of Quality, which are of particular importance - cleanliness, service, bedrooms, bathrooms and food; and (3) your Provision of Services & Facilities. You must provide all the services and facilities for hotel minimum entry (one star) and additionally any services and facilities required for your target star rating. These are all listed in the Quality Standards booklet. All three elements must achieve their required star rating.

Guest Experience Report: Day visit

This feedback is based purely on our guest experience and does not have a direct connection to the Quality Standard Grading. Inevitably, some areas will of course overlap. In addition to the aspects that do overlap, these questions represent what many Guest Accommodation properties offer across different designators (B&B, Inn, Farmhouse, Guest House and Restaurant with Rooms) and might form areas of consideration for your business.

Cleanliness

1	Was the overall standard of housekeeping in the bedrooms diligent?	Very good levels of housekeeping noted.
2	Did you find any high level dust?	There was no evidence of any high level dust.
3	Where carpets free from debris?	The carpets were well vacuumed.
4	Did all visited bedrooms and bathrooms smell fresh?	All rooms were fresh smelling.
5	Was all spare bedding wrapped?	The spare bedding was properly wrapped and stored.
6	Was it clean behind, below and inside fixtures and furniture (e.g. beds, drawers, wardrobes, radiators)?	All areas were clean.
7	Were all items on the hospitality tray and other glassware sparkling and clean?	All items were very clean.
8	Was there evidence of housekeeping "best practice" (e.g. linen checked for damage, clean linen not stored on carpets etc)?	All linen was in very good condition.
9	Did all visited bathrooms show clear evidence of sparkle – chrome, mirrors, tiling etc?	Very good attention to detail noted.
10	Were bathroom contact areas and the floor deeply clean?	All contact areas were very clean.
11	Were bathroom fixtures and fittings thoroughly clean?	All fixtures and fittings were thoroughly clean.
12	Did the public areas show high standards of housekeeping?	Good attention to detail noted throughout.
13	Where applicable, were public toilets clean and well presented?	The question is not applicable at this establishment.

Bedroom

In all bedrooms visited		
1	Was decor well maintained – walls, ceilings, and woodwork?	The décor was well maintained.
2	Were bedroom carpets and floor covering in good condition and properly fitted in all bedrooms visited?	Flooring in good condition and properly fitted.
3	Were bedroom fixtures and furniture generally in good condition?	All in very good condition.
4	Were bedrooms comfortable and laid out in a practical way?	The bedrooms were comfortable.
5	Were mirrors & power points provided in suitable locations	These were well positioned.
6	Were beds well dressed and in good condition?	Nicely dressed and in very good condition.
7	Did all bedrooms have enough storage space?	Adequate storage space provided.
8	Were coat hangers of a good quality & quantity?	Good quality wooden hangers provided.

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Bathroom

In all bathrooms visited		
1	Was bathroom decor well maintained – walls, tiles, and ceiling?	All in very good condition.
2	Was bathroom floor covering in good condition and properly fitted?	In good condition and properly fitted.
3	Were bathroom fixtures and fittings generally in good condition?	All in good condition.
4	Were bathrooms practical and easy to use e.g. shelf space, lighting?	These provided very good ease of use.
5	Were towels of a generous size & of an absorbent quality?	Very good quality towels provided.
6	Did the quality of the bathroom toiletries meet with expectations?	Good quality and range provided.

Public and External Areas

1	Is the property well signposted & easy to find.?	Well signposted and easy to find.
2	Does the frontage/entrance make a positive first impression?	Very good first impression.
3	Was the façade of the building free of significant maintenance problems (peeling paintwork etc.)?	Well maintained and in very good condition.
4	Were any gardens, car park etc neat and tidy?	All external areas neat and tidy.
5	Was signage external & internal logical & informative	Signage logical and informative.
6	Were any lounges/bars and their contents in good condition?	All in very good condition.
7	Was the breakfast/dining room and its contents in good condition?	Well maintained and in good condition.
8	Were corridors, landings and any public toilets and their contents in good condition?	All areas in very good condition.