

Quality Assured Assessment Report for

Cathkin Cottage B&B - Drakensberg Central, KwaZulu-natal.

Assessment Date: 23 February 2011
Assessor: Danny Holton
Category: Bed & Breakfast - Guest House Style



Our assessor visited your establishment on the 23 February 2011 and compiled the following report.

Check In

Guests are welcomed on arrival and shown to their room
A Guest Register is signed

General Efficiency

This establishment is very well run

Cleanliness

All aspects of this establishment are clean, neat and tidy.

Maintenance

No maintenance issues were obvious

Friendliness

Leila's Parents are managing the B & B, they are a delightful, friendly couple who make the Guest feel welcome.

Local Knowledge

They are familiar with the greater area and have a comprehensive list of "things to do" in their brochure.

Service and Efficiency

Comprehensive Directory of Services

Accept credit cards

Due to the fact that the House is in the Champagne Valley estate, all Guests have access to all the facilities and activities of the Drakensberg Sun

Food Quality

Excellent quality, well prepared and presented

Buffet layout of cereals, Yoghurt, fresh fruit salad etc

Guests are given a Breakfast menu which has a Hot porridge choice of 3 types.

Further to this, there are 4 options

Full English

Choice of Mini Quiche

Choice of Omlettes

Choice of Scrambled egg on Croissant

Very good menu

Bedrooms - room type 1 - space, comfort and decor

4 bedrooms differ in size and configuration in a minor way, but generally offer the same standard of facility and furnishings.

All rooms have independent entrances

All rooms have patio furniture

All rooms have radio/CD players

All rooms have adequate lighting except for Vanilla which needs reading lights for both Guests

The rooms have been named, Vanilla Room, Marshmallow Room, Chocolate Room and Liquorish Room. This has a certain "sweet" appeal!

Rooms are decorated with framed Pictures
Large padded headboards, bedside pedestals, BIC
Good quality base and mattress, Duck down duvets, white percale linen
Fan, heater and hot water bottles
Tea / coffee station
Block out curtains
Vanilla Room has small kitchen cabinet with bar fridge
Marshmallow, Lovely dark wood and brass Butlers trays next to bed.
Asbestos heater
Chocolate Room, same standard and furnishings
Liquorice Room, Wrought Iron Head Board, "walk in" dressing room

Bathrooms - room type 1 - space, comfort and decor

All bathrooms are of a "high" standard as far as tiling and layout goes
Vanilla room, Corner G & A shower
Marshmallow room, Bath with G & A panel, hand held shower
Chocolate room, Bath and Glass panel, hand held shower
Liquorice room, Big corner frame less shower, Bath
White and Coloured Home Zone towels
Amenities: PA shampoo, bath and shower gel, body lotion, hand wash, Tissues, sani bags, air freshener, wrapped soap.

Public Areas

Lovely open covered patio looking out onto the mountains
Conventional ceiling, sealed concrete floor with mats, drop down blinds, B I fire place
Upholstered lounge suite
Solid wooden tables with wrought iron and cushion seats
Solid side board for presentation
Additional formal dining room, solid wood table, High backed chairs
Library cabinets
Carpeted

Building Exterior

Very good condition

Parking

Dedicated parking

Gardens/grounds

Beautiful gardens, a mix of lawns, shrub and flowers
Round swimming pool with pool lounges and umbrellas

Security

Boomed estate

Overall

This "Cottage" offers the Guest the quintessential Berg experience in a homely atmosphere.

Commendations

Great location, beautiful views
Good accommodation
Great hospitality
Excellent enhancement of Guest experience having the facilities of the Drakensberg Sun available.

Concerns

Must consider reading lamps for each Guest (Vanilla room)

Web Review

A very good website