



Quality in Tourism

Visit Report

Guest Accommodation Standard

The Ramblers Rest

Millington

★★★★ Guest Accommodation 86%
Silver Award, Breakfast Award

Visit date: 14 Dec 2016

Visit type: Overnight

QiT No: 600006

Exterior	Score
Buildings, paintwork, signage and hanging baskets etc	4
Grounds, gardens and frontage	4
Car parking	4
	80%
All Public Areas	Score
Stairs, corridors, landings and public WC	4
	80%
Dining Room or Restaurant	Score
Decoration	5
Furniture, fittings and furnishings	4
Flooring	5
Lighting, heating and ventilation	4
Table appointment	4
Space, comfort and ease of use	4
	86%
Bedrooms	Score
Decoration	4
Furniture, fittings and furnishings	4
Flooring	4
Beds and bedding	5
Lighting, heating and ventilation	5
Bedroom accessories	5
Space, comfort and ease of use	5
	91%
Bathrooms	Score
Decoration	4
Sanitary ware, fixtures and fittings	4
Flooring	4
Lighting, heating and ventilation	4
Towels and toiletries	4
Space, comfort ease of use	4
	80%
Cleanliness	Score
Public areas	5
Dining room	5
Bedroom	5
Bathroom	5
	100%
Hospitality and Friendliness	Score
Booking and arrival hospitality	5
Hospitality on departure	4
Other hospitality (inc. dinner where provided)	3
Breakfast hospitality and friendliness	5
	85%
Service and Efficiency	Score
Booking and arrival service	4
Service on departure	4
Other service (inc. dinner where provided)	3
Breakfast service	4
	75%
Food Quality	Score
Breakfast choice / range	4
Breakfast presentation (inc. buffet)	5
Breakfast quality / culinary skills	5
	93%
	86%

Key Scores and Sectional Consistencies

Overall

86% = Level 5; (85% to 100%)

Cleanliness

100% = Level 5; (90% to 100%)

Bedrooms

91% = Level 5; (85% to 100%)

Bathrooms

80% = Level 4; (70% to 84%)

Hospitality

85% = Level 4; (75% to 89%)

Breakfast

93% = Level 5; (85% to 100%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (See Minimum Entry Requirement page in this report for detail)
2. The Star rating will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

Overview

The Ramblers Rest continues to achieve a Four Star Guest Accommodation rating, with the Silver Accolade and the Breakfast Award confirmed for a further year. Scores for the rating and accolades sit well in the banding and the owner Zoe Nesom is not looking for anything higher. Zoe was available for the debrief.

The property has been well maintained, and plans to refresh the decoration in the bedrooms and the tea shop are being planned for after Christmas. Excellent cleaning levels are to be commended. Business has been mixed this year, and suggest an on line booking facility really needs to be considered, and also an upgrade of the web site.

Rooms Seen

(4 Rooms) Room 3 occupied by me and the further three rooms, 1, 2 and 4 seen with the owner Zoe Nesom

Website Feedback

A search on google was completed on a laptop. The web site is not mobile friendly.

Well placed new VisitEngland signage and contact details provided on the first page.

Searching for guest houses Millington, the web site was located on the first page of google, and using the owners web site then this also provided a link on the first page of google.

Details were found to be accurate and pictures well taken, although these could be enhanced.

Suggest the access statement could be added as a pdf to further enhance the information

provided. The breakfast menu is provided, very good links to places of interest, but please note

John Bull and Sealife are not working. Also KC Stadium and Flamingoland do not open in a new

page, once closed, your site also closes. No on line booking, suggest a calender of availability

could be considered for your web site, but also suggest on line booking should be considered.

Also need to keep the blog updated.

Property detailed on Trip Advisor and very good comments.

Do consider checking the on line tool kit provided by VisitEngland

www.visitengland.com/onlinemarketing for further marketing suggestions.

Cleanliness/Housekeeping

On arrival, the property presents well and the entrance and staircase and landing offers excellent presentation and cleaning levels. The bedrooms also offered the same high levels with flooring mark free and well hoovered. High and low level dusting has been completed, and surfaces are polished and beverage trays sparkling. Bathrooms offer pristine levels, with chrome and mirrors highly polished, grouting and sealant in excellent order and flooring mark free.

The coffee shop is used for breakfast and here the same high levels of cleaning were noted.

Flooring well cleaned, tables smartly presented and surfaces and high levels of dusting completed.

Bedrooms

Bedrooms offer clean and attractive decoration, enhanced with well chosen canvas style pictures and open beams. Windows are well dressed, items of interest are coordinated and the stainless steel lighting switches and electrical sockets complete the overall appearance of the rooms.

Lighting is particularly well provided and heating offers ease of use. Bedrooms do offer very comfortable seating and wall mounted TV's offer ease of use. The beverage tray is an excellent provision and fresh coffee and milk are provided. Also a teapot and bottled water. A telephone is provided to ensure guests can contact the owners at any time, a dish of sweets, further enhances the facilities and a clock radio. On arrival a festive piece of christmas cake is provided and a glass of port. The cake was excellent. High quality magazines are provided on the area, and local information is provided on the landing. Easy to use wi fi is provided, and suggest the code could be added to the information folder.

Beds continue to offer excellent support and I certainly had an excellent nights sleep. Bedding remains high quality and beds are attractively dressed with throws and cushions.

Bathrooms

Bathrooms remain an attractive, modern feature. 3/4 tiling offers excellent presentation and the painted decoration has been expertly maintained. Sealant and grouting remain spotless. The flooring is very suitable for the area, and lighting is well positioned, with the bathroom door activating the light. Toiletries remain a good quality, with extra items provided and large bath sheets certainly meeting customer expectations.

Suggest a better quality set of toiletries could be considered, such as Bath House, Duck Island or Simple products.

Hospitality and guest experience

Booking completed (4/11/16 at 2.30pm) A very cheerful manner and the phone answered after five rings) A double for single use at £65 was offered, personal details taken and arrival time of 5 to 6pm. Suggest a dietary check could be considered.

A call earlier in the afternoon was made, to ensure I could arrive earlier, this was happily accommodated and a warm welcome at 3.30pm, with very good use of customer name. Help with luggage and I was quickly shown to my room. Excellent interaction and a discussion on breakfast times. The menu is provided in the room folder and a form was left for me fill in before 7pm.

The accommodation and facilities are designed to be self contained, keys are explained on arrival. and rooms are fitted with phones, should guests need assistance. The time of opening for the local inn was easily provided.

Departure at (9.30am) bill ready for departure and payment with credit card easily completed.

Would suggest a business card is always provided with the invoice to encourage guests to return and offer to pin the credit receipt to the main bill. .

Breakfast

Breakfast is served in the tea room, a very attractive room, with excellent items of interest well provided. The red tiled floor offers an excellent surface in this area and tables are attractively dressed. Fresh butters, home made preserves and the use of local produce enhances the breakfast offer. The starters offer a very good choice, with the fresh fruit salad, berry compote and greek yogurt attractively presented and allowing guests to take as much as they wish. The main courses offer a very good selection of dishes, and vegetarians are also well considered. A very cheerful welcome to breakfast from the second owner Angela, and concerns for a good nights sleep. Beverages are quickly provided, and hot water is served with the tea. Time is given to enjoy the starter and the main course is provided in good time. The hot items are very attractively presented on a hot plate. The table was cleared of used items and service checks completed at appropriate times.

(juice, yogurt, fresh fruit salad, fruit compote, tea, toast and preserves) The local pressed apple juice was delicious and an excellent selection of fruit. The compote was sharp and full of flavour.

Bread for toasting was an excellent quality granary bread.

(Bacon, black pudding and scrambled egg) The scrambled eggs were light, soft and offered excellent flavour, and also a rich yellow colour. Black pudding was excellent quality and the bacon full of taste and flavour.

Potential for Improvement

Would suggest adding the wi fi code to the information folder.

Consider improving the quality of the toiletries

Complete a dietary check at booking and add a business card to the invoice.

The web site needs updating and do consider on line booking.

Highlights

The property continues to present well and the overall quality has been well maintained, especially the presentation of the quality wooden bedroom doors and matching furniture. A great nights sleep and excellent bedding.

Cleaning levels are to be commended, as all areas were found to offer excellent standards. The breakfast offer continues to impress, and the Breakfast Award is well deserved.

Minimum Entry Requirements

Standard: Guest Accommodation

Designator: Guest Accommodation

Rating: Four Star Silver

Specialities:

For a rating to be awarded by VisitEngland a property must meet all:

Minimum Entry Requirements

Key Requirements, as appropriate to the Star level

Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional Requirements/Key Requirements were provided.

Visit Report

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism assessor on the day of the visit.

Appeals procedure

If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, which Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact Quality in Tourism at qualityintourism@uk.g4s.com or telephone 0845 300 6996. Details can also be found at www.qualityintourism.com.

Additional visits

Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact Quality in Tourism for details.

Publishing of reports

This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.