

## The Ramblers Rest

Main Street, MILLINGTON, YORKshire, YO42 1TX

### Summary

STAR RATING

★★★★

DESIGNATOR

Guest Accommodation

QUALITY SCORE

90%

*Breakfast Award, Gold Award*

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VISIT DATE

10 October 2018

VISIT TYPE

Overnight Assessment

CONTACT

Angela Sissons & Zoe Nesom Owners

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The Ramblers Rest continues to achieve a Four Star Guest Accommodation rating, with a new Gold Accolade, and the Breakfast Award confirmed for a further year. The latter is well deserved, with the quality and presentation provided at breakfast.

Scores sit well in the banding for both the rating and the accolade, with bathroom scores just inside that required for the accolade. The bathrooms present as new, and these offer no areas for concern.

The owners Zoe Nesom and Angela Sissons were available for the debrief and are delighted with their new accolade, a higher rating is not being considered.

# Quality Rating

## How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in the following five key areas:

### **BEDROOMS**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

### **BATHROOMS**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

### **CLEANLINESS**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
40% - 49%	50% - 64%	65% - 74%	75% - 89%	90%-100%

### **HOSPITALITY**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
40% - 49%	50% - 64%	65% - 74%	75% - 89%	90%-100%

### **BREAKFAST (not scored for "Room Only" designator)**

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
30% - 46%	47% - 54%	55% - 69%	70% - 84%	85%-100%

	SCORE	PERCENTAGE	RATING
<b>Hospitality &amp; Friendliness</b>	<b>19</b>	<b>95%</b>	<b>5 Star</b>
Booking/Arrival	5		
Dinner/General	4		
Breakfast Service	5		
Departure Service	5		
<b>Service &amp; Efficiency</b>	<b>19</b>	<b>95%</b>	
Booking/Arrival	5		
Dinner/General	4		
Breakfast Service	5		
Departure Service	5		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Dining Area	5		
Public Areas	5		
<b>Food Quality</b>	<b>14</b>	<b>93%</b>	<b>5 Star</b>
Breakfast Choice & Range	4		
Breakfast Presentation	5		
Breakfast Quality & Culinary Skills	5		
<b>Bedrooms</b>	<b>33</b>	<b>94%</b>	<b>5 Star</b>
Decoration	4		
Furniture/Fittings/Furnishings	5		
Flooring	4		
Beds & Bedding	5		
Lighting/Heating/Ventilation	5		
Bedroom Accessories	5		
Space/Comfort/Ease of use	5		
<b>Bathrooms</b>	<b>25</b>	<b>83%</b>	<b>4 Star</b>
Decoration	5		
Fixtures & Fittings	4		
Flooring	4		
Lighting/Heating/Ventilation	4		
Towels & Toiletries	4		
Space/Comfort/Ease of use	4		
<b>Public Areas</b>	<b>4</b>	<b>80%</b>	
Stairs/Corridors/WCs/etc	4		
<b>Exterior</b>	<b>12</b>	<b>80%</b>	
Building Appearance	4		
Grounds/Gardens/Frontage	4		
Car Parking	4		
<b>Dining Room &amp; Restaurant</b>	<b>26</b>	<b>86%</b>	
Decoration	5		
Furniture/Fittings/Furnishings	4		
Flooring	5		
Lighting/Heating/Ventilation	4		
Table Appointment	4		
Space/Comfort/Ease of use	4		

## Hospitality & Friendliness

Excellent hospitality was offered during the assessment, and nothing is too much trouble. Zoe offers a very positive and friendly manner.

Zoe did contact me before arrival to ensure I knew the local pub was closed for food, and alternatives could be found in the local village.

## Service & Efficiency

My booking was completed (27.09.18 at 12.30) A double room for single use was offered at £75 including breakfast, and this was accepted. A dietary check was made, and time of check-in was discussed.

(Arrival at 3pm), with Zoe offering help with my luggage at the car. Registration and breakfast was quickly managed, and Zoe did remind me that the rooms are provided with phones, to ensure assistance can be provided should a problem arise, and also calls can also be made, free of charge.

I was reminded about the local pub not offering food, and various outlets in the next village would be open.

Departure at (9.45am), my bill was ready for departure, and payment with card was easily completed. A brochure and business card were also provided with the bill.

## Cleanliness

Bedrooms and bathrooms are pristine, and offer no signs of previous guests.

Exacting cleaning levels are offered across the site, including the staircase and the coffee shop used for breakfast.

Mirrors and chrome were polished and sparkling, and the wooden furniture appears as new, and mark free.

## Food Quality

The breakfast menu is provided in the room folders, and guests are asked to leave their choices in the hallway the night before.

The menu offers a very good choice from the traditional breakfast, to smoked salmon on a toasted muffin, stuffed field mushrooms, or a choice of omelettes, vegetarians are also well considered.

Use of quality ingredients, and Angela's careful attention to detail has ensured excellent presentation.

A warm welcome from Angela and concerns for a good night's sleep. A table was laid ready for me, with freshly prepared butter. A smartly presented bowl of prepared fruit, plain yogurt and home made berry compote allowed me to take as much as I wished.

Service checks were completed, and used items were removed from the table.

(juice, berry compote, fresh fruit salad and plain yogurt, tea, toast and preserves. Excellent bread for toasting and the home-made strawberry jam was delicious. The compote was sharp, ideal for breakfast, and excellent quality yogurt. A great selection of prepared fruit.

(Bacon, black pudding and poached egg) The bacon was delicious and the poached egg perfectly cooked. Black Pudding was excellent quality. A well deserved Breakfast Award.

## Bedrooms

Bedrooms are large and spacious, with high level ceilings and open beams enhancing.

Attractive black and white canvas pictures are effective and windows are well dressed, and furnishings coordinated.

Solid timber furniture offers excellent quality, matching the quality of the timber doors and frames.

A selection of lighting has been provided, and heating offers full control.

I certainly had an excellent night's sleep and the bedding offers excellent quality and presentation.

Accessories have been well considered, with the phone an added extra, as the mobile signal is so poor in the area. Wi fi is effective, and the beverage tray is well stocked, including a choice of water, and also fresh coffee. Local magazines are ideal for guests new to the area, and hair dryers are provided in designated bags.

Comfortable chairs are provided for the guests, and electric points are well placed around the room, including one for foreign appliances.

## Bathrooms

Bathrooms are modern facilities, all offering very good space and ease of use.

The ground floor room has been provided with a wet room, ideal for the less able.

Full tiling remains in excellent order, larger bath sheets and matching toiletries will certainly please the guests.

All bathrooms have a movement sensor to ensure illumination is provided when required.

## Public Areas

The stairs remain well presented, carpet is wearing well, and movement sensors will ensure the entrance and corridors are well illuminated when required.

## Exterior

The lower half of the exterior has been decorated, and the attractive entrance to the cafe makes a very positive impression on arrival. Clear signage will allow guests to locate the property with ease.

Parking on a shale surface just outside the rooms appears to work well.

## Dining Room & Restaurant

The dining room is attractively decorated, reminding guests about its former use. The tiled flooring is ideal for this area, and tables are well placed, and attractively presented.

## Rooms Seen

I occupied Room 3 and Rooms 1, 2 and 4 were seen with Zoe

# Website Feedback

A search was completed on a laptop, searching for accommodation Millington.

The web site [www.ramblersrestmillington.co.uk](http://www.ramblersrestmillington.co.uk) was located on the first page of google.

The site is modern, easy to use and facilities are well described.

Photographs are excellent quality, VisitEngland logos are well placed, however, the Four Star and the Breakfast logos are older in design and need updating.

No on line booking or availability is provided, the later is certainly encouraged.

The access statement has been provided, and would suggest a new style is now considered, a template can be located at:

<https://www.visitbritain.org/writing-accessibility-guide>

A data protection statement needs to be provided.

## Potential for Improvement

Please consider larger TV's to better meet customer expectations.

Draw-string bags for the non slip mats.

## Highlights

The lower half of the outside of the property has been repainted and makes a very good impression on arrival.

Cleaning levels are again to be commended, with Zoe providing excellent levels in all areas.

The cheerful and friendly hospitality, especially at arrival will ensure guests feel most welcome, and also the freshly made cake provided in the bedrooms

The Breakfast Award is well deserved.

# Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

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**Name** The Ramblers Rest

**Standard** Guest Accommodation

**Designator** Guest Accommodation

**Rating** 4 Star Gold Award ,Breakfast Award

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

## Specialities (optional)

These have not been awarded or assessed.



# Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.

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## VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on an overnight basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.