



Quality in Tourism

Visit Report
Hotels Standard

Carre Arms Hotel and Conference Centre

Sleaford



Small Hotel

Assessor: Jill Bayfield

Visit date: 16 May 2008

Visit type: Day

QiT No: 7131

Executive Summary

Summary

Under the British Common Standard for Hotels, Carre Arms Hotel and Conference Centre achieves a Three Star Small Hotel rating. One feature of the standard is that the key areas of the business; cleanliness, service, bedrooms, bathrooms and food quality 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 in order for that rating to be confirmed. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

Carre Arms Hotel and Conference Centre continues to offer affordable and comfortable accommodation for guests.

Ongoing maintenance is taking place at all times throughout the property to ensure quality is maintained. The introduction of the new soft furnishings in the bedrooms lifts the overall presentation of the rooms and coupled with the clean fresh decoration offer an attractive environment for guests.

All public areas are well appointed, the leather seating in the bar is appreciated and provides a comfortable area for guests to relax in, the conservatory brings the outdoors indoors even on colder days with attractive tub planting adding to the look.

The separate breakfast room again has been newly decorated and presents to a high standard with new curtains also planned for this area.

Housekeeping standards were at a high level throughout for which the team are to be commended.

Rooms seen at time of assessment

24,22,21,28,33,32,31,30,29,24, 26,25,27

Fire risk assessment

In line with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006, a copy of the Fire Risk Assessment for the premises was seen by the assessor. The assessor is not able to comment on the content of the assessment.

Minimum Entry Requirements

Standard: Hotels
Designator: Small Hotel
Rating: Three Star

Specialities:

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all 'Minimum Entry Requirements'. Also any 'Additional Requirements' or 'Key Requirements' needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

At the time of the visit, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

Statutory Obligations (2.1.1 - Common Standards Reference)

Access statement	Progressing	As a result of this assessment visit carried out by Quality in Tourism, it has been noted that no Access Statement was available. Please ensure this is in place by the next assessment. This is a requirement of continued participation in the VisitBritain quality assessment scheme. For more information please see www.visitbritain.com/accesstatements
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Bedrooms (2.6 - Common Standards Reference)

Wardrobe or hanging space (6 hangers per guest, no wire)	Progressing	Further hangers required standard is now 6 per person
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Quality Scores

	Score (%)	Level
Overall	69	Good
Cleanliness	80	Very Good
Service	70	Very Good
Food	70	Very Good
Bedroom	65	Good
Bathroom	63	Good

Visit Report

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Exterior (2.9 - Common Standards Reference)

Very Good (80%)

Buildings appearance

Very Good

Condition of buildings, paintwork, signage and hanging baskets etc

Very Good

Clear signage provided which is easily seen from quite a distance

Grounds, gardens and frontage

Very Good

Frontage / initial impression

Very Good

Grounds and gardens (season considered)

Very Good

Further decorative dramatic planting is being considered for the roofing area to the left hand side of the property

Car parking

Very Good

Signage and illumination

Very Good

Surface and marking of bays as appropriate

Very Good

Marked bays in a well presented tarmac parking area, security gates are closed in the evening for further guest peace of mind

All Public Areas (2.8 - Common Standards Reference)			Good (63%)
Decoration			Good
Reception	<i>Good</i>	All decor is clean and freshly presented throughout	
Lounge	<i>Good</i>		
Bar	<i>Good</i>		
Furniture, fittings and furnishings			Very Good
Reception	<i>Very Good</i>		
Lounge	<i>Very Good</i>		
Bar	<i>Very Good</i>		
Flooring			Good
Reception	<i>Very Good</i>	The original tiled flooring in the entrance way is an attractive feature	
Lounge	<i>Good</i>	Wooden flooring in bar and lounge areas presents well	
Bar	<i>Good</i>		
Lighting, heating and ventilation			Good
Reception	<i>Good</i>	Central chandelier provides ample illumination	
Lounge	<i>Good</i>		
Bar	<i>Good</i>		
Space comfort and ease of use			Good
Reception	<i>Good</i>		
Lounge	<i>Good</i>	Large bar, lounge and additional dining space in the conservatory provides high provision of space for guests	
Bar	<i>Good</i>		
Stairs, corridors, hallways and public WC's			Good
Stairs, corridors, hallways and public WC's	<i>Good</i>	Deep carpet continues to present well	

Dining Room or Restaurant (2.3 - Common Standards Reference)		Very Good (70%)
Decoration		Very Good
Decoration	<i>Very Good</i>	Newly decorated breakfast room presents to a high standard
Furniture, fittings and furnishings		Good
Furniture	<i>Good</i>	Comfortable furniture of a traditional nature provided
Fittings and soft furnishings	<i>Good</i>	
Flooring		Good
Flooring	<i>Good</i>	
Lighting, heating and ventilation		Very Good
Lighting	<i>Good</i>	High degree of natural light in the conservatory area, with candles added to tables to create atmosphere in the evenings
Heating and ventilation	<i>Very Good</i>	Ceiling fans are appreciated
Table appointment		Very Good
Breakfast	<i>Very Good</i>	Clothed tables with quality crockery and cutlery, fresh flowers on all tables are appreciated
Space, comfort and ease of use		Good
Size and comfort of dining table and chairs	<i>Good</i>	Furniture is of a comfortable size for dining with spacing providing a degree of privacy for guests
Room layout and spacing	<i>Good</i>	

Bedrooms (2.6 - Common Standards Reference)**Good (65%)**

Decoration			Good
Decoration	<i>Good</i>	Bedrooms have been newly decorated and present well	
Furniture, fittings and furnishings			Very Good
Furniture	<i>Good</i>	Well maintained wooden furniture	
Soft furnishings and fittings	<i>Very Good</i>	New soft furnishings present to a high level, handmade heavy lined gold curtains and matching bedspreads are very attractive and professionally finished. New nets are planned for Rm 30	
Flooring			Good
Flooring	<i>Good</i>		
Beds and Bedding			Very Good
Mattresses, bed bases and headboards	<i>Good</i>	Solid beds with firm supportive mattresses in place	
Bedding and bed linen	<i>Very Good</i>	New bedspreads add to the presentation of beds, further co-ordinating cushions are planned for the future	
Lighting, heating and ventilation			Good
Lighting levels, controllability, task lighting	<i>Good</i>		
Heating and ventilation	<i>Good</i>	All radiators are fitted with individual controls which is appreciated for added guest comfort and controllability	
Bedroom accessories			Good
Bedroom accessories	<i>Good</i>		
Space, comfort and ease of use			Good
Ease of movement around the room	<i>Good</i>	Rooms vary in size, Rm 21 is quite restrictive and should be sold as a single only	
Ease of use of furniture, equipment, windows and power points	<i>Good</i>	Well positioned for best ease of use	

Bathrooms (2.7 - Common Standards Reference)**Good (63%)**

Decoration			Very Good
Decoration	<i>Very Good</i>	New tiling presents to a high standard	
Fixtures and fittings			Good
Fixtures, fittings and sanitary ware	<i>Good</i>	New shaver lights are required in Room's 31 and 32 as the housings are cracked	
Flooring			Good
Flooring	<i>Good</i>	Vinyl cushion flooring is well presented	
Lighting, heating and ventilation			Good
Lighting	<i>Good</i>		
Heating	<i>Good</i>		
Ventilation	<i>Good</i>	Forced extraction appears efficient with all housings in good repair	
Towels and toiletries			Good
Towels	<i>Good</i>	Larger bath sheets could be considered	
Toiletries	<i>Good</i>	Range of individual toiletries provided	
Space, Comfort & Ease of use			Good
Layout and space within the room	<i>Good</i>	Rooms vary in size but generally offer a good level of space provision	
Size and usability of fixtures and fittings (water pressure considered)	<i>Good</i>		

Notes for Proprietors / Managers

The copy of our Visit 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 Visit 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.