



Quality in Tourism

Visit Report

Guest Accommodation Standard

Millhouse Bed & Breakfast

Sudbury



B & B

Assessor: Sue Neilson

Visit date: 10 Dec 2008

Visit type: Day

QiT No: 556996

Executive Summary

Summary

Under the British Common Standard for Guest Accommodation, Millhouse Bed & Breakfast achieves a FOUR Star Bed & Breakfast rating. One feature of the standard is that the key areas of the business; cleanliness, hospitality, bedrooms, bathrooms and breakfast 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 for that rating to be achieved. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

This grade II listed property provides a very high standard of comfortable accommodation to the guest, situated in the centre of Sudbury - benefiting from stunning views across the river and meadows

Decor is very well maintained throughout with original features and personal touches adding to the charm and ambience

Guests bedrooms are spacious and considerably appointed with a wide range of accessories being thoughtfully provided for guests use

Private bathrooms present to a very high standard, with quality fixtures and fittings being very well maintained. Thank you for your time, it is hoped that the visit and this report assists

Rooms seen

All rooms viewed

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: Guest Accommodation

Designator: B & B

Rating: Four 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 all 'Minimum Entry Requirements' and 'Additional Requirements/Key Requirements' were provided.

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

Quality Scores

Please note for a day visit to your establishment. The table on this page shows all key areas that help to confirm your final quality rating. The areas of food, hospitality and service are only assessed on an overnight basis and remain unchanged on a day visit. Cleanliness scores are assessed, but not scored any higher than the last overnight visit. Only exterior, public areas, dining room, bedroom and bathroom scores can be amended, up or down, and reported upon in this document.

	Score (%)	Level
Overall	77	Very Good
Cleanliness	75	Very Good
Hospitality	80	Very Good
Breakfast	80	Excellent
Bedroom	71	Very Good
Bathroom	76	Very 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 (3.5 - Common Standards Reference)

Very Good (80%)

Buildings

Very Good

Buildings, paintwork, signage and hanging baskets etc

Very Good

The exterior of this Medieval townhouse is very well presented and maintained, clear signage is prominently displayed, aiding the guest arrival process

Grounds / gardens

Very Good

Frontage / initial impression

Very Good

Neat, tidy frontage provides a very good initial impression to arriving guests

Lawns and planted areas

Very Good

Extensive gardens to the rear of the property are very well tended and maintained, outdoor decking with quality patio furniture being thoughtfully provided, allowing guests to sit in comfort and enjoy the more clement weather

All Public Areas (3.8 - Common Standards Reference)**Very Good (76%)**

Decoration			Very Good
Decoration	<i>Very Good</i>	Plain painted walls in the guests lounge is further enhanced by exposed brickwork and framed pictures	
Furniture, fittings and furnishings			Very Good
Furniture	<i>Excellent</i>	Leather seating presents extremely well, the desk being of a good height for registration procedures	
Fittings and soft furnishings	<i>Very Good</i>	Windows are very well dressed with coordinated curtains	
Flooring			Very Good
Flooring	<i>Very Good</i>	Wooden flooring is very well fitted and maintained, with a rug adding comfort to the guest underfoot	
Lighting, heating and ventilation			Very Good
Lighting	<i>Very Good</i>	Decorative overhead lighting and a table lamp provides ample levels of illumination	
Heating and ventilation	<i>Very Good</i>	The coal effect fire is lit, providing a very comfortable ambience	
Space, comfort and ease of use			Very Good
Space, comfort and ease of use	<i>Very Good</i>	The lounge is very spacious with furniture being well placed aiding guests ease of use	
Stairs, corridors, landings and public WC			Good
Stairs, corridors, landings and public WC	<i>Good</i>	Decor continues to present well, carpeting being well fitted. Effective levels of lighting and heating evident. Both stairs enjoy good width aiding the carriage of luggage to the guest	

Dining Room or Restaurant (3.9 - Common Standards Reference)**Very Good (83%)**

Decoration		Very Good
Decoration	<i>Very Good</i>	Breakfast is served in the conservatory, exposed brickwork and large plants provide further decorative relief
Furniture, fittings and furnishings		Very Good
Dining furniture, tables and chairs	<i>Very Good</i>	The solid central table presents very well with comfortable matching chairs noted
Fittings and soft furnishings	<i>Very Good</i>	Windows are very well dressed with coordinated curtains
Flooring		Excellent
Flooring	<i>Excellent</i>	Tiled flooring presents extremely well, whilst being hygienic for cleaning procedures
Lighting, heating and ventilation		Very Good
Lighting	<i>Very Good</i>	Effective decorative lighting with ample provision of natural daylight
Heating and ventilation	<i>Excellent</i>	Benefiting from a wall mounted ventilation unit and generous sized radiators - providing a very comfortable ambience
Table appointment		Very Good
Breakfast	<i>Very Good</i>	Matching quality crockery, cutlery and glassware is further enhanced by cloth napery
Space, comfort and ease of use		Very Good
Size and comfort of dining table and chairs	<i>Very Good</i>	The central table easily accommodates guests and all necessary breakfast accouterments, comfortable chairs being of a good height from which to dine
Room layout and spacing	<i>Very Good</i>	Offering very comfortable dimensions with furniture being well placed aiding ease of service and guests use

Bedrooms (3.6 - Common Standards Reference)**Very Good (71%)**

Decoration			Good
Decoration	<i>Good</i>	Decor continues to present to a high standard, framed prints and objects d'art further enhances	
Furniture, fittings and furnishings			Very Good
Furniture	<i>Very Good</i>	Furniture is mixed in style presenting very well, providing ample levels of hanging and storage space for guests belongings	
Fittings and furnishings	<i>Very Good</i>	Soft furnishings are very well coordinated and maintained. Lined curtains help minimise heat loss, create a good summer black-out, whilst enhancing the drape effect	
Flooring			Very Good
Flooring	<i>Very Good</i>	Carpeting is very well fitted and maintained, with no signs of wear or tear evident. Wooden flooring is further enhanced by non-slip rugs at the bedsides	
Beds and bedding			Very Good
Mattresses, bed bases and headboards	<i>Very Good</i>	Each of the beds are firm to touch and appear to offer a very good level of support and comfort to aid a good nights rest	
Bed linen and bedding	<i>Very Good</i>	Bed linen presents to a very high standard, patchwork top covers further enhances. Feather duvets and plump pillows enhance the guests perception of quality	
Lighting, heating and ventilation			Very Good
Lighting levels, controllability and task lighting	<i>Good</i>	Spot lights, overhead lighting and bedside lamps provide a comfortable ambience	
Provision and controllability of heating and ventilation	<i>Very Good</i>	Central heating radiators benefit from individual thermostats, allowing guests to set their own comfort levels	
Bedroom accessories			Good
Bedroom accessories	<i>Good</i>	A wide range of bedrooms accessories are thoughtfully provided for guests use	
Space, comfort and ease of use			Good
Space within bedrooms	<i>Good</i>	Bedrooms vary in size, overall offering comfortable proportions with furniture being well positioned maximising available floor space	
Ease of use of equipment, furniture, windows and power points	<i>Good</i>		

Bathrooms (3.7 - Common Standards Reference)**Very Good (76%)**

		Very Good
Decoration		
Decoration	<i>Very Good</i>	Decorative tiles around the bath and within the shower area present to a very high standard, with obvious attention being given to the sealant and grouting
Fixtures and fittings		Very Good
Sanitary ware, fixtures and fittings	<i>Very Good</i>	The roll top bath and hand painted hand basin is most ornate, the other private bathroom benefits for a separate shower area and bath - all fixtures and fittings are very well maintained
Flooring		Good
Flooring	<i>Good</i>	Carpeting is well fitted and maintained, the wooden flooring in the other private bathroom being hygienic for cleaning procedures
Lighting, heating and ventilation		Very Good
Lighting	<i>Very Good</i>	Recessed down lighting provides ample levels of illumination
Heating	<i>Very Good</i>	Central heating radiators continue, ensuring the guest does not become chilled when exiting the facilities
Ventilation	<i>Good</i>	
Towels and toiletries		Very Good
Towels	<i>Very Good</i>	Bath sheets, face cloths and towels are soft and absorbent with the thoughtful provision of bathrobes
Toiletries	<i>Very Good</i>	An extensive range of quality toiletries are thoughtfully provided for guests use
Space, comfort and ease of use		Very Good
Layout and space within the room	<i>Very Good</i>	Both private bathrooms offer very comfortable proportions
Size and usability of fixtures and fittings (including water pressure)	<i>Very Good</i>	Generous sized shower cubicle and full sized baths noted

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.