

2009 VISIT SCOTLAND GRADING REPORT

GENERAL COMMENTS

It was lovely to meet you both and thank you for a comfortable stay. I was pleased to hear that you enjoy a lot of repeat business. Good luck with the season ahead.

RATING COMMENTS

A 3 Star award.

CLEANLINESS

Excellent standard of housekeeping in all areas.

HOSPITALITY & FRIENDLINESS

Friendly telephone manner and warm welcome on arrival. Excellent interaction with guests at all times.

SERVICE & EFFICIENCY

Efficient booking and arrival procedure. On arrival I was escorted to my room and asked to register, once I had settled in. The public rooms were indicated and dinner and breakfast procedure explained. Attentive dinner and breakfast service with prompt clearing of plates between courses. Receipt ready on departure.

EXTERIOR

The exterior of the property is well maintained and in excellent condition. The grounds and garden are neat and tidy. Ample private parking.

OTHER PUBLIC AREAS

The stairs and corridor are in overall very good condition.

BEDROOMS

Very good recently refreshed décor with varied framed prints to enhance. The furniture is in good condition. The carpets are generally in very good condition with just a small patch by the en-suite door in room 2. Comfortable beds with well presented bed linen. Thoughtful range of bedroom accessories including lots of reading material. Generally very good lighting; at some point you might like to upgrade the small bedside lights in 3 and 6, with taller bedside lights.

BATHROOMS/ENSUITES

Very good standard of décor with the paintwork looking fresh and the wet walling in very good condition. The new vinyl flooring is a very good product for the bathroom. Very good light and heat provision. Very good towels including face cloth and bath sheets; excellent range of Woode & Browne accessories.

ALL PUBLIC AREAS

I was pleased to hear that the lounge is very popular with your guests. Thoughtful range of books and general tourist information. In overall very good condition with excellent light and heat provision.

DINING ROOM

Very good standard of décor. Very good lighting with centre light, wall light and standard lamp. Very good dining table and chairs. Very good table appointment. Very good tile effect flooring.

FOOD

Very good dinner with flavoursome soup; tasty mash and sausages with fresh vegetables; delightful apple strudel with fresh cream. Very good breakfast buffet with a selection of cereals, grapefruit segments, prunes, compote and bowl of fresh fruit. Tasty cooked breakfast; good to see that you have a fish option on the menu.