



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

Quality in Tourism

Squirrel & Vine Self-catering Apartment

Stellenbosch, Western Cape

Member Id: 20708363

Three Star Self catering - Exclusive

Assessor: Deborah Goveia

Visit: 4 August 2014

Executive Summary

Summary

The apartment is looking clean and well maintained, and provides comfortable self catering accommodation. The renewal of the 3 star rating is recommended.

Building Exterior: Strengths

Neat appearance. Balcony with outdoor furniture, overlooking a pretty garden and wonderful views. Exterior lighting. Secure environment with security gates and intercom, electric fencing, burglar bars and a security gate. Electronic safe to fit a laptop. Undercover parking bay.

Building Exterior: Areas for Improvement

Not applicable.....

Bedrooms: Strengths

Spacious. New high quality flooring. Air conditioner. Kingsize bed. Sufficient hanging and packing space.

Bedrooms: Areas for Improvement

Not applicable.....

Bathrooms: Strengths

New flooring. High quality fixtures and fittings. Twin basins. Spacious vanity area. Corner bath and a shower. Lovely toiletries.

Bathrooms: Areas for Improvement

Not applicable.....

Kitchens: Strengths

Modern open plan kitchen, very well equipped. New flooring. Granite counters. High quality electrical appliances. Washing machine. Drying rack for cloths provided.

Kitchens: Areas for Improvement

Not applicable.....

Lounge, Dining Room & Patio: Strengths

Open plan. Lovely new flooring runs throughout the apartment. Flat screen TV with full DSTV and a DVD player. Open to a shady balcony with outdoor furniture. Air conditioner. Dining at granite counter or at wooden table and chair set.

Lounge, Dining Room & Patio: Areas for Improvement

Not applicable.....

Public Areas: Strengths

Not applicable.....

Public Areas: Areas for Improvement

Not applicable.....

General Services & Service: Strengths

Shelley goes the extra mile in terms of providing comfortable, convenient accommodation for her guests. Little extras include tea, coffee and sugar sachets, longlife milk, sealed rusks. Umbrella and walking stick. Phone with air time. Phone directories and comprehensive information on the unit, etc. Tourism information. Emergency lighting, iron and ironing board. etc.

General Services & Service: Areas for Improvement

Not applicable.....

Housekeeping Service: Strengths

Spotlessly clean and tidy accommodation.....

Housekeeping Service: Areas for Improvement

Not applicable.....

Additional Facilities & Services: Strengths

Complimentary plastic ware should guests wish to take food away. Chocolate on arrival. Tea and coffee, etc. Magazines. DVD player and wifi. Phone with air time. Cleaning service.

Additional Facilities & Services: Areas for Improvement

Not applicable.....

Reponsible Environmental & Business Practices: Strengths

Energy saving light bulbs. No watering of large grounds required (balcony with pot plants)

Reponsible Environmental & Business Practices: Areas for Improvement

Not applicable.....

UA: Strengths

Not applicable.....

UA: Areas for Improvement

Not applicable.....

Score Summary

Overall Assessment	Score	Outcome
Overall Impression	71%	Three Star
Criteria Scores		
Building Exterior	71%	
Bedrooms	74%	
Bathrooms	78%	
Kitchens	73%	
Lounge, Dining Room & Patio	69%	
General Services & Service	78%	
Housekeeping Service	80%	
Additional Facilities & Services	13%	
Responsible Environmental & Business Prac	35%	

UA Deficiencies Report

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