



AA Quality Assured Accommodation Programme

Assessment Report

get out there



Carters Rest Guest House

Assessment Date: 20-06-2015
Assessor: Sabrina Siciliano
Category: B&B/Guest House with Self-Catering

THE AUTOMOBILE ASSOCIATION OF SOUTH AFRICA NPC
AA Quality Assured Accommodation Programme
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Our Assessor visited your property on 20-06-2015 and compiled the following report:

Check-In

A very well appointed and organized office is run by Helene who takes care of all the formalities in a professional manner. The facilities and accommodation is explained to guests, they are helped with their luggage and shown to their room.

General Efficiency

Prompt and efficient service in all areas of business.

Cleanliness

All surfaces are well cleaned. No area of clutter. No dust on any surfaces. Beds are well presented and mattresses regularly rotated, plus linen well laundered. Bathrooms hygienic and freshly fragrant with shining facilities. The neatly dressed staff ensure that all cleanliness and housekeeping standards are very well maintained.

Maintenance

Continual Daily maintenance attended to. All the fixtures and fittings are well maintained and all the appliances are in good working order. Since our last visit the following has been replaced/upgraded; Interiors of five old rooms re-painted. New throws and scatter cushions. Three new fridges. some appliances where needed. Extractor fans and magnifying mirrors in all bathrooms.

Friendliness

Helene and Gerhard are outgoing friendly people who make their guest feel at home and most welcome.

Local Knowledge

Helene is well versed on the area and its surrounds and will gladly share her knowledge with guests - assisting and advising them wherever possible.

Service Efficiency

Rooms are serviced daily. Fresh tea & coffee are placed in the units every day and starter packs are supplied to new arrivals. Towels changed daily and linen changed every third day or on departure. Children of all ages are welcome and for children under the age of 5 there is no charge. Camping Cot available on request. Laundry Service on request. Pet Friendly - by arrangement. Outsourced Airport transfers. Free WI-FI. Reservations at restaurants can be made. Car wash available, just tip the gardener. Dinners on request, as well as packed meals. In fact any reasonable request seen to.

Bedrooms (Type 1)

The ten new rooms, built to spec are very spacious, five doubles, five twin to king, with converter mattress. Four rooms have double inter leading doors for families. The very best quality of fittings and furnishings have been chosen. Everything carefully planned and arranged. Everything in place for a comfortable, luxurious stay. Neutral color schemes, the very latest decor trends, modern yet elegant decor. The other five rooms are-, 1 Twin, 4 Doubles. 2 rooms are self catering units fully equipped one unit has a separate lounge.

All rooms have air-con and electric blankets, DSTV (42 channels). Bar Fridges with a huge continental breakfast supplied, mini kitchenette with crockery ,cutlery etc. A desk and lamp for the business man. Luggage racks, full length mirrors, hairdryers. Fully equipped for all your needs.

Bathrooms (Type 1)

The new units bathrooms are identical, tiled floor to ceiling. There are showers with glass doors. Top range of amenities and vanity kits are well placed for easy access. Ample lighting for purpose. The five original rooms have the same facilities, two bathrooms have a bath and separate shower.

Public Areas

Dedicated Large Guest Lounge. Slight African feel, log furniture, leather couches, Nguni rugs and ottomans, throws, ostrich eggs, oil paintings, large coffee table, books. Swimming pool with decking and paving. Sun loungers with cushions. Large horseshoe shape mosaic counter with built in bar stools, wrought iron garden furniture with cushions.

Building Exterior

Extremely well maintained, on-going repair and maintenance programme.

Parking

Carter's Rest Guest House has paved parking bays one in front of each unit behind electric gates.

Grounds & Gardens

Spacious, floodlights to light up the parking and the front garden. Manicured garden, palm trees with lots of birds, indigenous plants, lawned areas. Very peaceful ambiance.

Security

Owner lives on property. High perimeter walls. Gate with remote access, armed response in owners home. Fire extinguishers. LED lamps for load shedding. Emergency numbers and fire procedure displayed.

Food Quality

Although self catering, a breakfast left in the rooms. Breakfast: - very good cold meats - microwave bacon - yogurts - cheese - butter - jam - milk - juices -bottled water - croissants - bread - muffins - rusks - Nescafe - hot chocolate - tea - sugar - individual muesli - jungle oats - fresh fruit. More than enough for any one! Dinners on request: Home style cooking price ranging from R100-R120. Packed meals available.

Overall

My stay here is always a wonderful one. It is definitely one of my favorite stop overs in Kimberley! Lovely rooms, fully equipped with everything you need, provides an air of luxury and comfort. Attention to detail. Great hospitality combined with luxury accommodation makes this an ideal business and leisure destination.

Commendations

The ten new units are so well planned and everything in place. I was impressed with the quality of furnishings and decor. They are carefully sourced and Helene has exquisite taste and a gift for pulling things together. Everything maintained in a pristine condition.

Concerns

Suggest offering a chair for the corporate guest to use at the desk - the stool is not comfortable when working from the laptop.

Web Review

www.cartersrest.co.za - Website needs updating, as only five rooms are featured instead of fifteen. The current pictures on the website do no justice to your lovely establishment - New pictures are suggest.

Well done for using your AA logo.