



# AA Quality Assured Accommodation Programme

## Assessment Report

### Carters Rest Guest House

**Assessment Date:** 06-06-2017  
**Assessor:** Sabrina Siciliano  
**Category:** B&B/Guest House with Self-Catering

*Our Assessor visited your property on 06-06-2017 and compiled the following report:*

#### Check-In

Here, at Carters Rest, experience discreet, personalised service that is second to none. Attractive eye-catching logo and name of the establishment is easily identified at the entrance. An excellent first impression is created when guests enter into the stylishly furnished reception area. A prompt, thorough and professional reservation process has been put in place. Check In is handled quickly and efficiently. Guests are escorted to their rooms and offered assistance with their luggage.

#### General Efficiency

This establishment specialises in personal attention and offers unsurpassed service excellence. Prompt and efficient service in all areas. All emails and telephone inquiries are answered promptly. Prompt response when I phoned to make the appointment.

#### Cleanliness

Extremely high standards of cleanliness have been achieved throughout with excellent attention to detail. The furniture is highly polished and flawless. All soft furnishings are spotless and shows no sign of wear and tear. It is noticeable that great care has been taken to keep this establishment in pristine condition.

#### Maintenance

The interior of this establishment is timeless in its appeal with clear and defined spaces, tastefully and classically decorated with careful attention to detail. Continuous upgrades and maintenance is evident. Paved outside of the units for parking. Solar panels on roof, new comfortable chairs to replace stools at desks. Interiors repainted and some exterior. Linen and towels, new safes, three bar fridges replaced. New loose rugs in rooms and magnifying mirrors wall mounted in the bathrooms. New braai area with concrete tables and benches and cushions under shady tree.

#### Friendliness

Here you will find discreet service for the discerning corporate or leisure traveller offering gracious hospitality. Guests are always ensured of an exceptional experience made memorable by warm and friendly attentive personal service.

#### Local Knowledge

This charming establishment is conveniently based to explore Kimberley and surrounds. Conveniently close to business, culture, shopping, leisure and trendy restaurants. Martina has excellent knowledge of the hospitality industry and is well versed in the area. Beautiful guest folder in all the rooms.

#### Service Efficiency

This is a luxurious Guest House offering warm hospitality in a beautiful setting and evokes the spirit of a time when everything was done with a little more style and much more attention to detail. Enjoy warm hospitality and personal service.

### **Bedrooms (Type 1)**

The ten 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 colour schemes, the very latest decor trends, modern yet elegant decor. The other five rooms are-, 1 Twin, 4 Doubles. Two 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 microwave, toaster, crockery ,cutlery etc. A desk and lamp for the business man. Luggage racks, full length mirrors, safes, hairdryers. Fully equipped for all your needs. A very comfortable stay.

### **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. Separate braai area under shady tree with concrete tables and benches and cushions.

### **Building Exterior**

The exteriors of the buildings are in very good condition with no sign of deterioration. Good maintenance plan in place.

### **Parking**

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

### **Grounds & Gardens**

The landscaped garden is absolutely beautiful, neatly trimmed, well tended and compliments the architecture of this establishment. There is a lovely swimming pool, the ideal place for guests to relax on elegant pool loungers under the shade of an umbrella and soak up the African sun. The bushes, trees, shrubs, flower beds, lawns and driveways are very well maintained and look most attractive.

### **Security**

Excellent security has been put in place to ensure the safety of guests at all times. 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 is 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. Food not sampled this trip.

### **Overall**

Their passion is to make you feel at home, a place to simply relax and enjoy gracious hospitality. Helene and Gerhard prides themselves in providing a service with a personal touch and aim to make your experience one that you will come to know, love and trust. This properties interior and exterior absolutely meet the requirements of "Superior" status - upmarket and luxurious! I would like to commend the owners and their dedicated team on all areas, they have definitely maintained the extremely high standards that was evident on my previous visits.

### **Commendations**

Commendations on the new braai area and on going solar. Excellent cleanliness levels from the Staff, Celina, Leanna, Ursula and Kristal. Well done. Also the gardeners Dawid and Richard keep the garden manicured. Everything maintained in pristine condition.

### **Concerns**

The incorrect AA Quality Assured Accommodation logo is displayed on the website. Please replace it with the new and correct logo attached to this report. No other concerns.

**Web Review**

[www.cartersrest.co.za](http://www.cartersrest.co.za) - Lovely website, a true reflection of what is on offer.