



Quality Assured Assessment Report for Coweyes Corner - Durban, KwaZulu-natal.

Assessment Date: 06 July 2011
Assessor: Danny Holton
Category: B&B/Guest House Style

Our assessor visited your establishment on the 06 July 2011 and compiled the following report.

Check In

Richard and Angela live next door and have staff permanently on site.
The Guest is welcomed and settled before being requested to fill in the necessary paperwork.
There is a Guest register.

General Efficiency

This establishment is very well run and efficient

Cleanliness

Completely renovated establishment. This establishment is clean, neat and tidy.

Maintenance

All areas are in excellent condition

Friendliness

Richard, Angela and staff are welcoming and friendly

Local Knowledge

Good knowledge of the area, greater Durban and the Province

Service and Efficiency

Staff stay on site, on hand to ensure the service etc is up to Guest expectations if not better.
Nothing is too much trouble.

Food Quality

Continental and full English breakfast served. If a Guest has a particular request or dietary problems, they are very happy to accommodate them. Quality and presentation are extremely important for this establishment.
The menu selection is on a laminated A4, Guests use a felt pen to "make" their selection. Very practical.

Bedrooms - room type 1 - space, comfort and decor

Contrasting walls and picture rails, plus different paintings and picture in frames form the basis of the decor.
A mix of stained wood and white painted (to give it that Mediterranean look) furniture. Headboards, pedestals and vanities.
Beautiful Origen pine floors with mats. T & G ceilings painted white.
Excellent quality base and mattress, percale linen, down duvets and pillows.
Split remote air conditioners and ceiling fans.
Fan light and tall wooden turned reading lights.
Flat screen TV's with Hospitality channel, digital safes and Hair dryers.
Rooms well numbered with brass numbers.
Large rooms with high ceilings, light and comfortable.
Wrapped mini tissues and chocolate next to each bed

Bathrooms - room type 1 - space, comfort and decor

Decorative contrasting tiling compliment the architectural style of the house and bathrooms. Mirrors in frames. Modern chrome fittings, 3 & 4 ball & claw free standing baths. Showers are modern G & A. White Glodina Black label towels. Fish bowl lights.

Chanceux range: Wrapped soap, Hand and body lotion, shampoo, conditioner, Insect repellent and shower cap.

Bathrooms are reasonable in size, have good natural light and are separate rooms off the bedrooms.

1. Shower 2. Bath 3. Bath & Shower 4. Bath & shower

Public Areas

Dinning area, Framed pictures. Tall backed padded wooden chairs with matching table and sideboard. Fresh fruit on side board and fresh flowers on the table. Oregon pine floors with conventional ceiling. 2 decorative ceiling lights. Large room with plenty of space and natural light.

Tea/coffee station with Toast and pastries.

Opens onto covered patio with wooden lounges, 'candy striped' cushions. A traditional juke box is an added feature. This area also boast a jack for an ipod with concealed speakers and a wall mounted volume control.

Building Exterior

Having been completely renovated, the building is in excellent condition

Parking

Paved demarcated brick paved parking area. There is a remote single garage should someone request.

Gardens/grounds

The garden comprises of lawns with strategically placed shrubs. Well maintained.

Security

It is a very secure establishment with a 10ft perimeter wall with [spikes] on top - security beams throughout the property .

Remote controlled vehicle gate.

Electronic pedestrian gate.

Overall

This establishment is a very good Highly Recommended, it represents itself "honestly" and the attention to detail in the rooms is noticeable. Good flow and furnishings.

Commendations

Good location

Well furnished without unnecessary 'clutter'.

Well organised.

Concerns

There were no concerns noticed during this visit

Web Review

Excellent web site.