



Quality in Tourism

Visit Report Guest Accommodation Standard

Pirate House B&B

Sheringham

★★★★ B & B 87%

Gold Award, Breakfast Award

Visit date: 11 Jan 2016

Visit type: Overnight

QiT No: 614705

Exterior	Score
Buildings, paintwork, signage and hanging baskets etc	4
Grounds, gardens and frontage	4
Car parking	4
	80%
All Public Areas	Score
Decoration	4
Furniture, fittings and furnishings	4
Flooring	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
Stairs, corridors, landings and public WC	4
	83%
Dining Room or Restaurant	Score
Decoration	4
Furniture, fittings and furnishings	4
Flooring	4
Lighting, heating and ventilation	4
Table appointment	4
Space, comfort and ease of use	4
	80%
Bedrooms	Score
Decoration	4
Furniture, fittings and furnishings	5
Flooring	4
Beds and bedding	5
Lighting, heating and ventilation	5
Bedroom accessories	5
Space, comfort and ease of use	4
	91%
Bathrooms	Score
Decoration	4
Sanitary ware, fixtures and fittings	4
Flooring	5
Lighting, heating and ventilation	4
Towels and toiletries	5
Space, comfort ease of use	4
	86%
Cleanliness	Score
Public areas	5
Dining room	5
Bedroom	5
Bathroom	5
	100%
Hospitality and Friendliness	Score
Booking and arrival hospitality	5
Hospitality on departure	5
Other hospitality (inc. dinner where provided)	4
Breakfast hospitality and friendliness	5
	95%
Service and Efficiency	Score
Booking and arrival service	4
Service on departure	4
Other service (inc. dinner where provided)	4
Breakfast service	4
	80%
Food Quality	Score
Breakfast choice / range	4
Breakfast presentation (inc. buffet)	5
Breakfast quality / culinary skills	5
	93%
	87%

Key Scores and Sectional Consistencies

Overall

87% = Level 5; (85% to 100%)

Cleanliness

100% = Level 5; (90% to 100%)

Bedrooms

91% = Level 5; (85% to 100%)

Bathrooms

86% = Level 5; (85% to 100%)

Hospitality

95% = Level 5; (90% to 100%)

Breakfast

93% = Level 5; (85% to 100%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (See Minimum Entry Requirement page in this report for detail)
2. The Star rating will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

Overview

Pirate House continues to retain the Four Star grading following the recent assessment under the Bed and Breakfast criteria.

The property sits extremely securely within the Four Star banding to the point that markings actually achieve a higher level. The owner is however preferring to meet and exceed the guests expectations and much prefers the Four Star grading with the Gold Award accolade emphasising the quality provided at this level.

All key aspects sit securely for the required grading and accolade.

The Breakfast award similarly continues for a further year.

Rooms Seen

Sole letting room occupied upon this occasion.

Walk around and debrief following breakfast in the morning with Sue Burton (owner).

Website Feedback

A search was made upon the Google search engine for Bed and Breakfast accommodation with the properties web site appearing upon the 3rd page (www.piratehousebandb.co.uk).

Good use of photographs noted with the text provided portraying the property well and accurately.

The tariff is clearly shown and the minimum stay of 2 nights is clearly mentioned. Telephone number for bookings is clearly shown.

The grading for the property is also clearly shown whilst this has been amended slightly and new logos will be forwarded from the office.

Information about the local area is provided together with details for the recently installed charging facility for electric cars. The owner has no desire for the use of on line booking agents and the use of social media on this none mobile friendly website.

Pleasing to see the properties accessibility statement. Guest comments are noted upon Trip Advisor with 117 reviews and 113 being of an excellent or very good level.

Cleanliness/Housekeeping

Housekeeping as seen at the time of the assessment presents extremely well throughout the property showing attention to detail throughout. The bedroom presents extremely well to all ledges and edges and including the pear drop light fittings whilst the bathroom fixtures and fittings sparkle with attention to light fittings and shelving.

Both the ground floor lounge and dining area show attention to detail to all furnishings including the side of the lounge seating.

Compliments upon the excellent standards being achieved.

Bedrooms

Decoration to the bedroom presents very well being of a plain finish and crisp in appearance. The map and some artwork providing some relief to the walls. Skirting paintwork in pristine condition. Carpet of a very good quality being well maintained with further rugs provided to add to guests comfort. Furniture, a mixture of both modern and period with some distressed items noted presenting extremely well whilst the provision of some padded hangers for more delicate clothing could be considered.

Windows are well dressed with the use of blinds and quality curtains dressing the areas well and adding to the overall presentation.

Illumination is extremely well placed allowing reading to all areas whilst also covering the dressing table area. Central heating also provided and ventilation also provided within this eco building.

The sleigh bed presents extremely well with an excellent mattress noted being extremely deep and supportive. Linen is extremely soft to the touch with plump pillows provided and the beds presentation enhanced with the provision of a throw and scatter cushions. An extensive range of accessories provided and whilst no television within the bedroom, the guests do have the benefit

of this in their own lounge area.

The bedroom offers very good space with a broad provision of plug points noted allowing guests to use their own equipment with ease.

Bathrooms

Decoration to the bathroom presents very well being of a plain and tiled finish with the grouting being crisp in appearance. Excellent tiled flooring noted presenting extremely well and allowing easy cleaning for this area.

Fixtures and fittings presenting very well with the shower providing a dowsing head and offering a very good supply of hot water. Very good illumination to the area with down lighters and with forced ventilation noted and with a heated towel rail provided.

Towels provided are soft and absorbent with no visible fraying noted. Quality organic toiletries noted with a very thoughtful touch of ladies sanitary items and shower caps provided.

The provision of slippers could be considered.

A spacious well planned bathroom.

Hospitality and guest experience

A most friendly manner being experienced upon the telephone following a message being left.

A return call was received with availability being confirmed and room rate of £60.00 being advised.

An anticipated time of arrival was discussed. A most friendly welcome being received upon arrival with check made for ample parking space in the driveway.

Ground floor facilities were fully explained with an offer of assistance with luggage being made whilst declined.

The bedroom and bathroom facilities were mentioned and registration form shown. The provision of tea and cake being served within the lounge being most appreciated.

A very good level of conversation being experienced.

An extremely warm welcome being experienced upon arrival for breakfast with a check being made for a good nights sleep. Again a very good level of conversation with checks being made for guests satisfaction and sufficiency during breakfast.

A printed account was provided and receipt provided following payment with business card provided encouraging return visits.

Breakfast

Breakfast is taken upon the ground floor in

With just 1 bedroom , a pre order is requested as to ensure minimal wastage whilst also allowing the local fresh produce to be arranged.

A breakfast consisting of Fresh seasonal fruits was chosen together with Greek Yoghurt with a traditional English breakfast consisting of sausage, bacon, mushrooms and poached eggs. The use of local produce is noted and well mentioned.

Home made bread provided for toast and with local preserves also being provided.

Tea also taken.

Potential for Improvement

The owner is constantly reviewing all aspects of the property and service to ensure that guests benefit from an excellent experience at Pirate House.

As mentioned, the provision of USB slots to one of the plug sockets within the bedroom could be a consideration.

Highlights

Pirate House offers most comfortable accommodation in a very peaceful residential location in this popular coastal resort.

Guests benefit from off road parking and a charging point is provided for electric cars.

A most friendly and homely environment.

Excellent housekeeping also noted.

The owner has achieved an extremely good work/ life balance with the business working very well around the owners personal life.
All the very best for the future.

Minimum Entry Requirements

Standard: Guest Accommodation

Designator: B & B

Rating: Four Star Gold

Specialities:

For a rating to be awarded by VisitEngland a property must meet all:

Minimum Entry Requirements

Key Requirements, as appropriate to the Star level

Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional Requirements/Key Requirements were provided.

Dispensations

Agreed

Visit Report

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism assessor on the day of the visit.

Appeals procedure

If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, which Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact Quality in Tourism at qualityintourism@uk.g4s.com or telephone 0845 300 6996. Details can also be found at www.qualityintourism.com.

Additional visits

Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact Quality in Tourism for details.

Publishing of reports

This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.