



TOURISM GRADING COUNCIL  
OF SOUTH AFRICA  

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*Quality in Tourism*

# **Pompano B&B**

St. Lucia, KwaZulu-Natal

Member Id: 331020223

## **Four Star Bed & Breakfast**

Assessor: Andreas Stockinger

Visit: 14 November 2016

# Executive Summary

## Summary

Pompano Guest House is a brand new 'home from home' B&B located in St. Lucia, KZN, that caters predominantly for international tourists & visitors and for local holidaymakers that stay there usually for a couple of days in order to explore the surrounding areas. The building has an inviting impression and is in excellent condition. The ground & gardens are very well maintained with an attractive appearance. There is also a very well maintained small swimming pool on the premise. The guest bedrooms & bathrooms are very well decorated, spacious and spotless clean. The furniture & furnishing in the guestrooms as well as in the public areas like the open plan Lounge and dining area is of excellent quality and in excellent condition. The General Services & Service is excellent with a very friendly, helpful, accommodating and caring owner couple and well trained and supervised staff.

## Building Exterior: Strengths

Building in excellent state of repair; very well tiled roof; overall very well-maintained premise and very neat & tidy appearance; mainly face brick walls in excellent condition; decorative ornaments hanging on walls and other ceramic and stonework items placed in swimming pool area; wooden framed windows & doors in excellent condition; excellent external lighting & signage; very well maintained garden with flower beds & boxes and high quality decorative pot plants; very well maintained paved ground and tiled patios and stairs; very well maintained small swimming pool; guestrooms' patios with benches and scatter cushions; well-lit parking area and well-paved parking ground; intercom at main entrance; walled property.

## Building Exterior: Areas for Improvement

The owner is still busy enhancing the appearance of the entrance area; the owner is also busy with installing parking signs, with the demarcation of parking bays and with installing cameras; as a suggestion the availability of an additional umbrella for the garden/swimming pool area and the availability of covered parking for the guests' vehicles would be very welcomed by the guests.

## Bedrooms: Strengths

4 rooms that are similarly decorated & equipped; painted wall covering in excellent condition; high quality pictures, decorative block-out curtains, lace & curtain holders; small pot plants; high quality 100% cotton/percale bedding, scatter cushions & throw; high quality wooden furniture & furnishing in excellent condition; decorative headboards; bedside tables, free-standing wardrobe, mirrors, dressing table & upholstered chair, luggage rack, additional armchairs & side table; tiled flooring (with tiled skirting) in excellent condition; bedside rugs, A/c, ceiling fan, flat screen TV with DSTV Hotel package & fridge in each room; 1 room with kitchenette; tea tray; ceiling lights, high quality bedside lamps & dressing table light provide excellent illumination; excellent room info folder; spacious rooms with furniture in convenient places; easy access to all furniture & facilities; patio with wooden bench and scatter cushions overlooking the pool; free WIFI.

**Bedrooms: Areas for Improvement**

As a suggestion the availability of an additional reading light for each sleeping position would be very welcomed by the guests.

**Bathrooms: Strengths**

Tiled wall covering with decorative borders and white impervious surfaces and tiled flooring in excellent condition; shower cubicles tiled entirely and with 'frosted' shower glass doors in excellent condition; decorative curtains and framed mirrors; solid bathroom fittings & fixtures in excellent order & matching style; hand shower on rail; all porcelain & glass in good order; towel rails, rings, hooks, glass shelves, small table, laundry basket, amenity pack, liquid hand soap, sanitary bin, air freshener etc.; high quality range of white towels and bathmat; very good illumination; windows provide very good natural light & climate; conveniently laid out bathrooms with ease of access to all facilities; more than sufficient space/room for toiletries and for two people at a time.

**Bathrooms: Areas for Improvement**

As a suggestion the availability of an additional magnifying mirror in each bathroom would be very welcomed by the guests.

**Shared Areas: Strengths**

Reception + open plan Lounge & breakfast area + public toilet (unisex) + patios; blend of face bricks and painted wall covering in excellent condition; representative Reception; high quality decorative pictures, paintings, frames, vases, seashells, pot plants, ornaments, brochures rack etc.; decorative curtains and lace, scatter cushions, fresh and silk flowers; high quality furniture & furnishing in excellent condition such as lounge suite, sofa, high quality glass top coffee tables, lit glass cabinet, sideboards, book rack etc.; 'coffee station' with high quality coffee machine; table lamps, decorative wall mounted lights, picture lights and decorative ceiling lamps provide excellent illumination for all purposes; very good blend of natural/electric light during day; cemented flooring in excellent condition; rugs; harmonious combination of décor & lighting; very comfortable furniture; spacious room; nice view of swimming pool; free WIFI.

**Shared Areas: Areas for Improvement**

Not applicable.

**General Facilities: Strengths**

Not applicable.

**General Facilities: Areas for Improvement**

Not applicable.

### **Dining Facilities: Strengths**

Please find comments also for public areas; open plan Lounge & breakfast area; blend of face bricks and painted wall covering in excellent condition; high quality decorative pictures, pot plants, candle holders etc.; high quality solid wooden furniture & furnishing in excellent condition such as tables and upholstered chairs, sideboards etc; high quality glassware, white crockery, cutlery & cruets; all items matching & co-ordinated in excellent condition; well laid out & sized tables & chairs; table runners and small pot plants; attractive buffet counter on wooden cabinet; 'coffee station with high quality coffee machine; decorative wall mounted lights provide excellent illumination; very good blend of natural/electric light during day; cement flooring in excellent condition; co-ordinated décor and finishing; comfortable furniture; spacious room; nice view of small swimming pool; free WIFI.

### **Dining Facilities: Areas for Improvement**

The owner intends to enclose the dining area, which faces the swimming pool area, with high quality canvas; and then an air-conditioner will be installed in the dining area.

### **General Services & Service: Strengths**

Very warm friendly smile & welcome by owner couple that also owns a restaurant in town; very helpful attitude & show willingness to please; offering a welcome drink; very committed hosts with personal touches; very efficient, friendly & helpful telephone reservation; prompt check-in; always assistance with luggage; owner shows personally to bedrooms advising all facilities of property & area; excellent response to any guest's requests; tour booking services available at any time; brochures' rack, magazines etc. available; well presented and comprehensive room information folder; guests always asked if they enjoyed their stay, positive last impression; wishing the guest a safe journey etc.; free WIFI available for the guests in entire establishment including public areas and all guestrooms.

### **General Services & Service: Areas for Improvement**

Not applicable.

### **Housekeeping Service: Strengths**

High standards of cleanliness and tidiness in all areas of the establishment; well-made beds; gleaming surfaces, no marks etc.; all surfaces, fittings etc. clean; fresh smell; public area very clean & dust free; very well vacuumed and tables etc. furniture well polished; magazines, books, brochures' rack etc. all neat, recent & tidy; decorative & very well arranged silk and fresh flower arrangements; staff uniforms very neat & clean.

### **Housekeeping Service: Areas for Improvement**

Not applicable.

**Additional Facilities & Services: Strengths**

Not applicable.

**Additional Facilities & Services: Areas for Improvement**

Not applicable.

**Responsible Environmental & Business Practices: Strengths**

Not applicable.

**Responsible Environmental & Business Practices: Areas for Improvement**

Not applicable.

**UA: Strengths**

Not applicable.

**UA: Areas for Improvement**

Regarding Universal Access (UA), the provided facilities, e.g. in the guest bathrooms, bedrooms, public areas and building exterior etc. do not meet the UA Minimum Entry Requirements (MER's). Please find uploaded the signed UA non-compliance letter.

# Score Summary

<b>Overall Assessment</b>	<b>Score</b>	<b>Outcome</b>
Overall Impression	77%	Four Star
<b>Criteria Scores</b>		
Building Exterior	75%	
Bedrooms	79%	
Bathrooms	80%	
Shared Areas	80%	
General Facilities	84%	
Dining Facilities	80%	
General Services & Service	82%	
Housekeeping Service	79%	
Additional Facilities & Services	57%	
Responsible Environmental & Business Practices	46%	

## Criteria Not Met

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## Additional Feedback

### 10 Bedrooms

#### 10.9 Temperature Control

##### 10.9.1 Quality

*Aircon in two rooms*

### 14 Dining Facilities (Shared Guest Area)

#### 14.7 Dinner Presentation

##### 14.7.1 Quality

*N/A*

#### 14.8 Dinner Quality

##### 14.8.1 Quality

*N/A*

### 17 Additional Facilities & Services

#### 17.1 Specific Features

##### 17.1.8 Additional Facilities not covered by minimum requirements or grading criteria.

*Paddocks and stables, demarcated walks and trails.*

##### 17.1.10 Comprehensive recreation room/pub/lounge

*Wine cellar and tasting room.*