

# Quality Assured Assessment Report for Supreme Guest House - Johannesburg, Gauteng.

Assessment Date: 18 April 2011  
Assessor: Eunice van der Merwe  
Category: Guest House



Our assessor visited your establishment on the 18 April 2011 and compiled the following report.

## Check In

☐ Beautiful well kept modern guest house. Dedicated reception area. Everything in order with their booking system. Friendly owner who deals with enquiries and bookings.

## General Efficiency

☐ Hands on approach. Rooms is serviced daily and cleaned thoroughly. Guests welcomed in a friendly manner by the Owner.

## Cleanliness

☐ The property is well maintained and very neat. No neglected overlooked areas. All eight rooms spotlessly clean. Garden is neat and tidy with modern décor.

## Maintenance

☐ Very neat, tidy and well kept guest house. Exterior and interior looks fresh and clean.

## Friendliness

☐ This property is run by a well known family in the South of Johannesburg (Calisto's Restaurant) has been in the family for many years. Owner very hospitable, friendly, attentive and informative.

## Local Knowledge

☐ Folder in each room with information of nearby attractions and emergency contact details. Owner well-versed regarding places of interest and assist with necessary arrangements.

## Service and Efficiency

☐ Professional levels of service, very helpful. LCD TV in Breakfast area. Guest is informed exactly what is included in the prices quoted for accommodation and meals. Hairdryers, WI-Fi and DSTV Hotel package with LCD TV, aircon in all eight rooms. Fully stocked bar fridges in each room. Offers free of charge airport transfers from and to OR Tambo when staying more than 4 nights, shopping or day tours, and shuttle and VIP protection available on request. Baby sitter services and laundry service available on request. Credit cards accepted.

## Food Quality

☐ Offers a Continental Breakfast and Dinner on Request.

## Bedrooms - room type 1 - space, comfort and decor

☐ Restonic queen size mattresses on all beds with mattress and pillow protectors. Percale linen (240grms) and good duvet covers with colour co-ordinated throw-over at the end of the beds. Headboards made especially for each room, and mounted to back of wall. Bedside lamps and down lights in each bedroom. The main en-suite bedroom very spacious and laminate flooring. Built-in wardrobes made of fine quality wood and extra blankets in room. Rooms equipped with air-conditioning, safes, hairdryers and tea/coffee facilities in rooms. 32 inch LCD TV's in all 8 rooms with SABC 1, 2, 3, ETV, and DSTV channels. Stocked bar fridges. Internet access in all rooms. Comfortable chairs in all rooms. Well hung draped curtains on windows, excellent quality. Décor in each room of fine quality. 4-Bedrooms in guesthouse and 3 spacious well designed rooms adjacent to guesthouse.

## Bathrooms - room type 1 - space, comfort and decor

□ Bathrooms exceptionally clean and fresh. Main en-suite bedroom has full corner bath, basin and toilet. The rest of the rooms fitted with full showers. Good quality tiles on floors and tiled to ceiling. Spacious and excellent quality towelling, good lighting and windows fitted with wooden blinds. Provides quality toiletries.

### **Bedrooms - room type 2 - space, comfort and decor**

□

### **Bathrooms - room type 2 - space, comfort and decor**

□

### **Bedrooms - room type 3 - space, comfort and decor**

□

### **Bathrooms - room type 3 - space, comfort and decor**

□

### **Public Areas**

□ They have the following in the guesthouse: Spacious entrance hall, with reception area. Breakfast section well planned with tables and chairs that seat 2 or four people per table. LCD TV in breakfast area. Small cosy bar area □ comfortable lounge area with quality furniture. Patio overlooks sparkling pool, and can arrange barbecue□s at the pool. Excellent well draped curtains in all the areas. Stunning paintings in guesthouse. Tranquil modern landscaped gardens to enhance the relaxed ambience of this guest house. All in order pertaining to Liability Assurance and Fire regulations.

### **Building Exterior**

□ Well kept and in a good condition.

### **Parking**

□ Sufficient secure parking with 24 hour security

### **Gardens/grounds**

□ Well manicured modern landscaped gardens, very tranquil.

### **Security**

□ Surveillance camera at reception, guesthouse fitted with armed response, and boundary wall has electric fencing. Electric gate.

### **Overall**

□ An attractive well maintained guest house with lovely garden and swimming pool. Found this property to be in excellent condition and well maintained. Attractive large grounds, good privacy, and comfortable.

### **Commendations**

1. □ Situated in one of the most beautiful up market area South of Johannesburg. Exceptionally well kept establishment, very neat and spacious.
2. □ Offers a relaxed ambience with very good hospitality.
3. □ The perfect destination for anyone visiting Gauteng, whether for business or pleasure.
4. □ Close to major shopping centres, restaurants and stadiums like Ellis Park, FNB Soweto stadium.
5. □ Found this establishment to be a solid Highly Recommended property.

### **Concerns**

□ None to report

### **Web Review**

□ Well designed website.